



**sustainability report
2016-2018**





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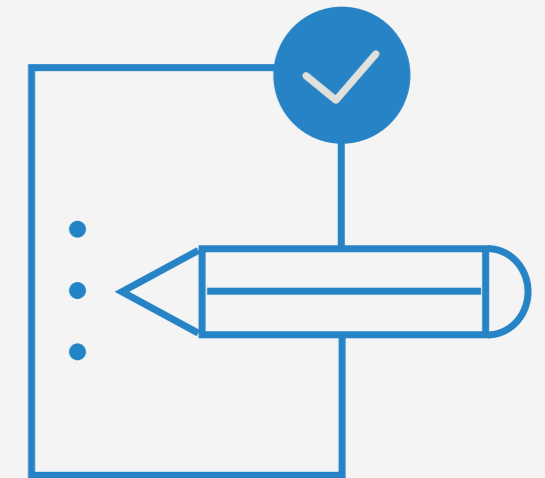
ABOUT THE REPORT

With this report, which represents the fifth installment of our sustainability reporting practices we have been conducting since 2010, we are presenting our sustainability policy, performance and objectives to the views of our stakeholders. In this report, which is based on the social, environmental and economic sustainability performance of Opet Petrolcülük Anonim Şirketi (OPET) between 01.01.2016–31.12.2018, we preferred a three-year reporting cycle different from our previous reporting practices.

In the report we prepared in accordance with the "Core" option of Global Reporting Initiative (GRI) Standards, we have focused on sustainability issues that are material for OPET and its stakeholders and relevant indicators, realizing a shorter and more essential practice. Another reference point of our reporting practice was United Nations Global Compact Progress Report principles, which Koç Group is a signatory. Detailed information regarding the materiality study can be found in "Identification of Material Aspects" section of the report.

In the report, we have limited the data regarding our subsidiaries and subcontractors working with us to financial indicators, and have regarded only the social, economic and environmental performance of OPET's operations in Turkey as binding. Our GHG emissions in the reporting period were subjected to limited external assurance by Bureau Veritas according to ISO 14064-1:2006 standard. We commit to develop our reporting practice every year in light of our stakeholders' changing expectations, within which we explain our sustainability performance with all the positive and negative results.

The number of printed copies of OPET Sustainability Report was kept limited in order to minimize the environmental impacts. The PDF version is made available to the views of our stakeholders at www.opet.com.tr. All of our stakeholders can contact us via surdurebilirlik@opet.com.tr for their suggestions, complaints and feedback, which carry utmost significance for our sustainability performance and reporting practice.



MESSAGE FROM THE FOUNDING CHAIRMAN, FİKRET ÖZTÜRK

Esteemed Stakeholders,

I am glad to present you with the fifth of the sustainability reports in line with our principles of transparency and accountability. We prepared our report based on the requirements of Global Reporting Initiative (GRI) as we did in the previous years. In this report which was prepared in accordance with the "fundamental" compatibility option of the standard, we attached importance to OPET material aspects and priority issues for our stakeholders.

The uncertainty in the markets and economical fluctuations started to become evident and, in addition, the concepts of efficiency and performance set forth during the time frame of the reporting period. At OPET, we continued to do our best in regards to services by accommodating ourselves with every condition in a short time in this period when the abrupt rises & falls in foreign currency and the change in raw oil prices have impacts our sector. Despite the harsh conditions of the period we are going through, we solidified our position further in the sector and moved towards our long-term targets by taking concrete steps. Economic data stresses that we shall sustain our operations in a more controlled manner in the following period. At OPET, as a brand that has been growing in a fastest and controlled manner in the last 15 years in the sector, we will maintain our studies cautiously without deviating from our targets.

It is a source of pride for us that the results we obtained and the practices we actualized while taking concrete steps towards our targets brought successes as a result of the evaluations made.

We are very proud that we have been maintaining our success for the 12th year in "Turkey Consumers' Voice Survey" conducted jointly by KalDer and Ipsos since 2006. Again, in the reporting period, OPET was awarded with "Excellence in Practice Award in Turkish Oil Sector" as a result of an analysis on oil sector of our country conducted by Frost & Sullivan, a U.S.-origin market research and consultancy company.

At OPET, we attach importance to digitalization studies in order to offer customized services to our customers through pioneering technological applications based on the requirements of our customers by following global and sectoral trends closely. In this context, we actively evaluated our business processes in regards to the requirements of digital transformation and put into force different practices in addition to innovative products and services we developed in the reporting period.

In the reporting period, we maintained our leading practices and projects in social responsibility based on stakeholder engagement through constant development; and besides, we created a new crucial project. In our Women's Power project which was initiated to employ at least two women employees in every station, we aim to be an exemplary both to our sector and to our society. Another study we take pride in is the one we conduct in Çanakkale Tevfikiye Village which was transformed into an archeo-village within 2018 the Year of Troy.

I would like to extend my sincere gratitude to all stakeholders who make our achievements we obtained so far and we will obtain in future possible.



MESSAGE FROM THE CEO, **CÜNEYT AĞCA**

Esteemed stakeholders,

Our main strategy is to do our work at its best and make it sustainable no matter how harsh the conditions would be. Despite the difficult conditions we experience in this period, we solidified our position in the sector even further and moved towards our long-term targets by taking concrete steps. We aim to offer service with an increasing level of quality in each changing period for a sustainable operation. Thanks to our sustainability approach which is based on constant development, we sign under financially excellent achievements every new year.

Innovation and digital transformation are notions that alter the rules and create brand new customer experiences in our sector as they do in all sectors. We aim to strengthen the sustainability of our company in the changing world by making innovation and digital transformation as one of the key stones of our corporate culture. We have developed many ideas, we have created projects and put them into force in regards to digital transformation and innovation. In the reporting period, we continued to create difference in our sector while offering various technological services such as "Smart Stations," "Smart Filling System," "Mobile Payment," and "Free Wi-Fi" equipped with new generation station technologies as a leading company that makes use of technology at the best in oil sector in Turkey.

We preserved our leadership position by attaching importance to customer satisfaction; we continued to be a pioneering brand that creates difference in our sector thanks to new and innovative projects we developed through digital transformation in addition to preserving the quality of our products and services. We started to transform our 'Fullmarkets' into 'Ultramarkets' which are retail

chains that host more than 1,000 products in 10 different categories. We cooperate with leading brands and offer consumer requirements under a single umbrella at an affordable price and we offer them fresh/clean/in good quality.

We have been maintaining our leadership in customer satisfaction for 12 years. We crowned our leadership with various awards we received in the reporting period, such as 'Lovemark' and 'Cool Brand.' Moreover, according to 2018 results of "Dealer Satisfaction and Engagement" survey conducted by Koç Group, OPET has advanced to a brand with the highest level of "Dealer Satisfaction and Engagement."

We exhibit our leading position in putting into force projects and practices that increase the participation of women in work life as well. We initiated studies to employ at least two female employees in every station in cooperation with the Ministry of Labor and Social Security and the Ministry of Energy. As of March 2018, the initiation date of the project, the number of female employees was only 1,541 out of 19,245 employees in all OPET and Sunpet stations. As of 2018, the number of female employees reached 1,839 out of 18,919 employees in all stations. We will ceaselessly continue our studies to advance this achievement we obtained in a short period of time much further.

We have also ceaselessly continued our studies in social development in the reporting period. We took pride in our studies to physically and socially transform Çanakkale Tevfikiye Village which is the closest settlement to Troy Archeological Site in 2018 the International Year of Troy.

I would like to extend my thanks to all stakeholders who contributed to our achievements, primarily our employees.



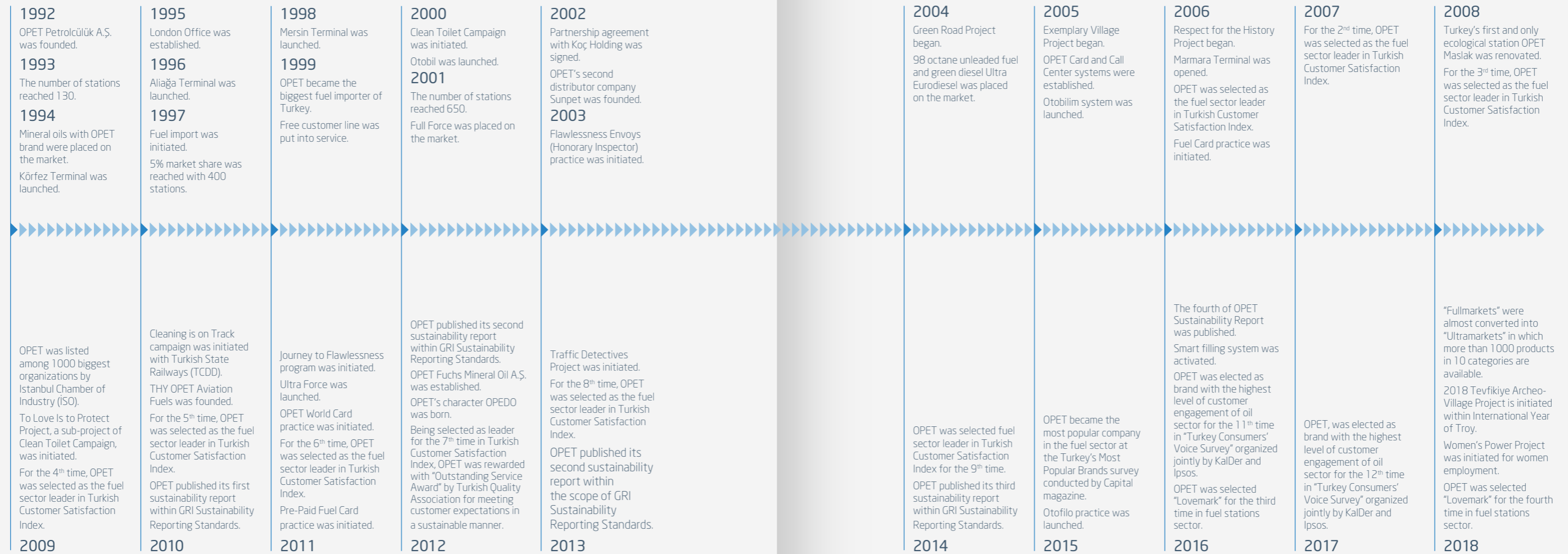
ABOUT OPET

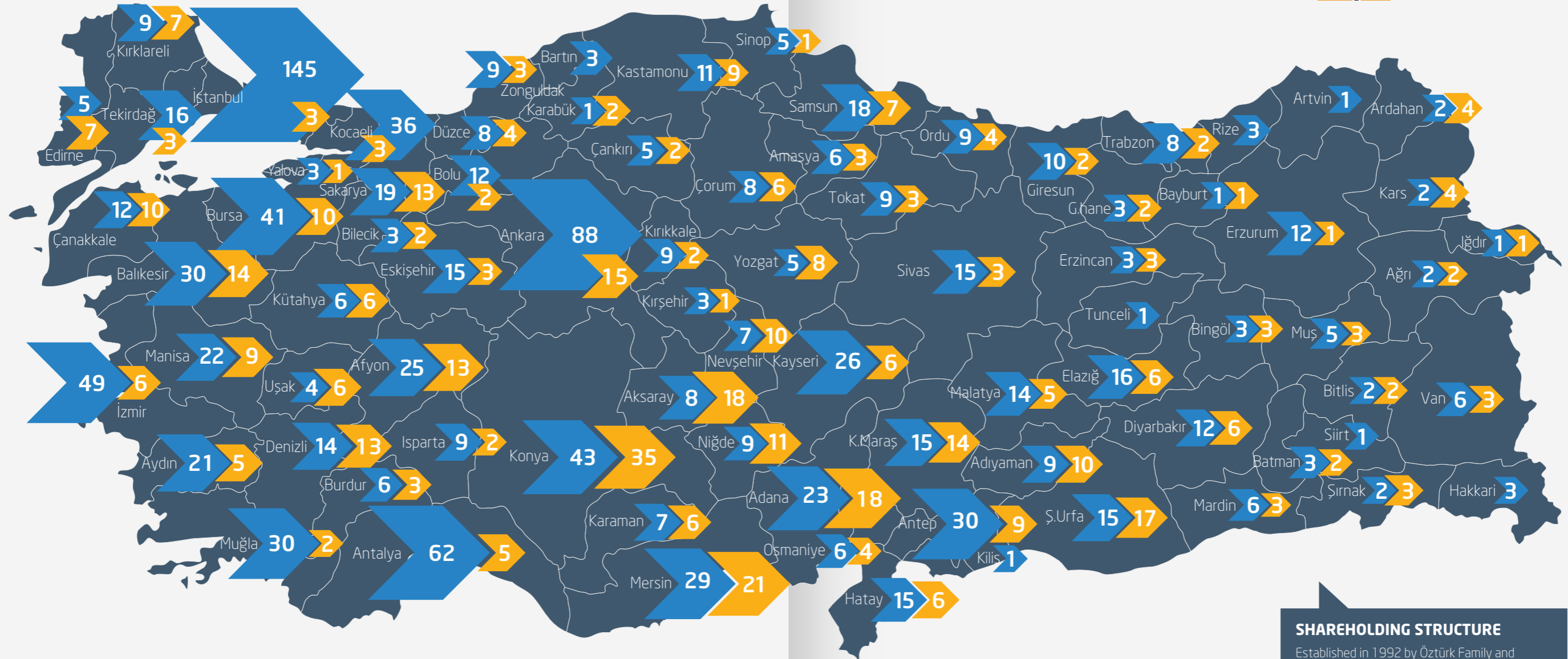
OPET Petrolcülük A.Ş., which has been rapidly and consistently growing since its establishment in 1992 and has since become the second largest fuel distributor of Turkey, operates in retail sales, commercial and industrial fuels, storage, and international commerce. The company, which manages an extensive service network throughout Turkey with its 872 employees, over 1,600 stations including its Sunpet brand, and 6 terminals with a storage capacity of 1,083,955 m³, provides superior products and services to its customers.

OPET, which increases its market share in the sector and extends its station network with

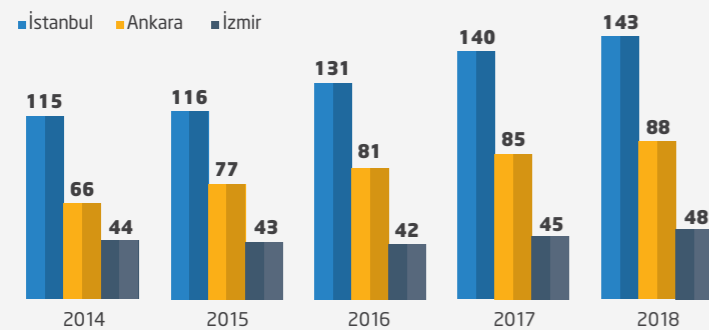
each passing day thanks to its realist vision and sustainable growth understanding, considers being respectful of the environment, society and laws while achieving its objectives, and ensuring customer satisfaction by constantly enhancing its product and service quality to be its fundamental principles. The company, which acts with the primary objective of becoming the first choice of consumers in the fuel distribution sector, regards the generation of added value for its employees, consumers, dealers, suppliers, local communities, and all other elements within its extensive stakeholder network as its ultimate aim.

OUR VISION	OUR MISSION	OUR VALUES
<p>To become the number one fuel distribution company in Turkey,</p> <p>To ensure continuity as the first choice of the consumer with its service and product quality,</p> <p>To contribute to the raising of public awareness through education, health, environment and protection of historical values in our country.</p>	<p>Throughout the sectors we operate, our mission is;</p> <ul style="list-style-type: none"> To be respectful to individuals and society, Abiding by the law, economic and ethical principles, Sensitive towards health, safety, and environment and to satisfy the expectations of OPET customers, employees and shareholders at the highest level 	<ul style="list-style-type: none"> Customer-oriented Teamwork oriented Honest and transparent Innovative Constantly improving employees Creative Sensitive to the environment and society Dynamic Supportive of sustainability

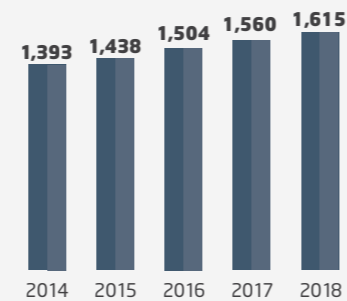




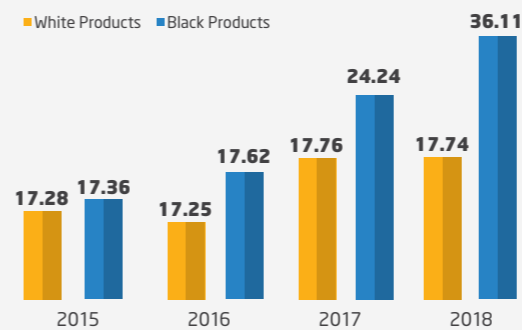
NUMBER OF GAS STATIONS IN THREE MAJOR CITIES (OPET)



NUMBER OF STATIONS BY YEARS (OPET + SUNPET)

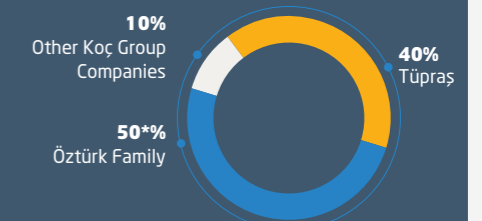


OIL SECTOR MARKET SHARES OF OPET IN 2018 (%)



SHAREHOLDING STRUCTURE

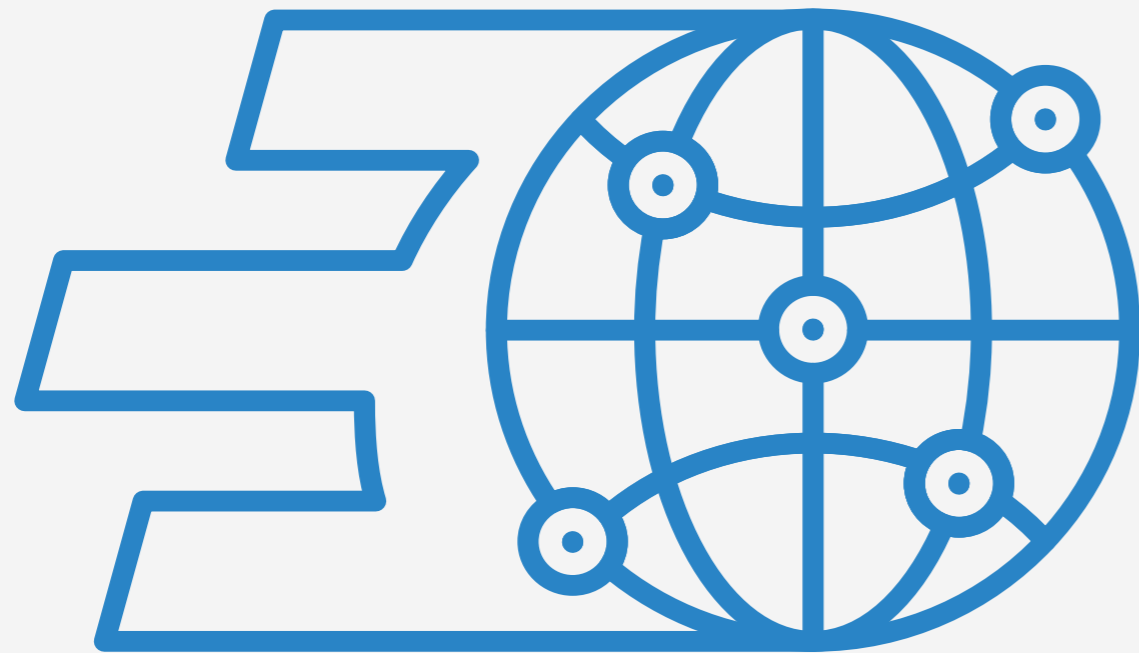
Established in 1992 by Öztürk Family and reaching its current shareholding structure with Koç Group's acquisition of 50% of the company equity, OPET Petrolcülük A.Ş. operates on 100% national capital. There have occurred no significant changes in the shareholding structure within the reporting period.



*45,49% Öztürk yatırım ve Turizm A.Ş. 04,51% Güvenok Turizm San. ve Tic. A.Ş.

GOVERNANCE AT OPET

Thanks to our strong organizational structure and effective governance model, we conduct a sustainable performance in the social, environmental and economic fields. We execute our strategic planning processes in line with our vision of "Journey to Flawlessness."



We work to achieve our short, mid and long-term business and sustainability objectives; we determine elements that pose risk with regards to the future of our company and our objectives through risk management practices performed at the level of senior management and departments, we look for ways to transform them into opportunities.

It is one of our fundamental principles to ensure that our activities are carried out respecting the law, environment and society. In this regard, we subject all units and levels of our organization to effective auditing practices. We guarantee service and product quality through governance systems we establish by integrating sector experience with international quality standards. We help our stakeholders participate in decision-making processes through effective and transparent communication channels.

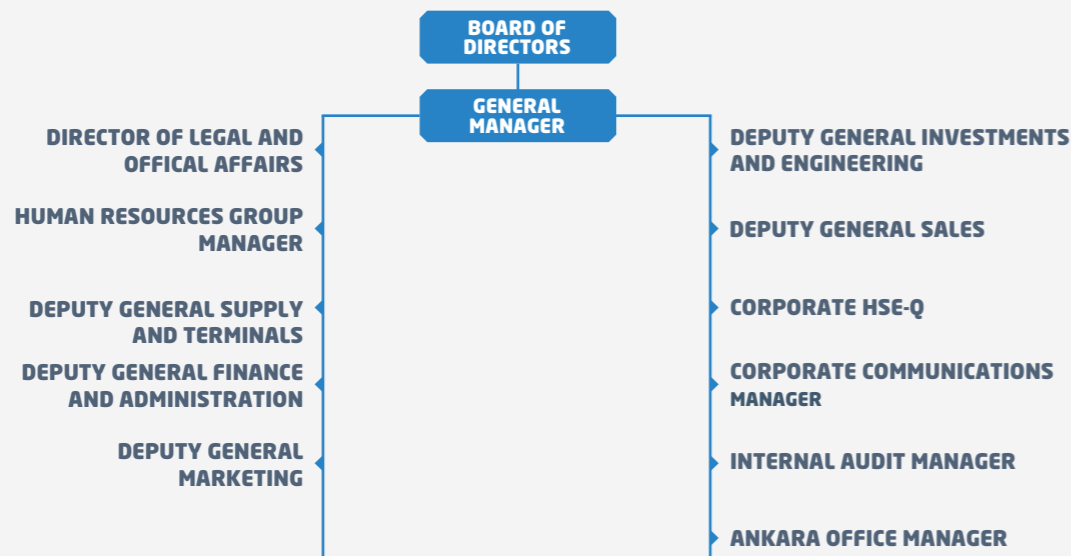
OUR ORGANIZATIONAL STRUCTURE



At OPET, the positions of General Manager and Chairman of the Board of Directors, which lead the executive organs, are occupied by different individuals. The General Manager, who oversees the general management of the company, is responsible for the financial performance of the company as well as the performance achieved in sustainability areas before the Board of Directors and Chairman of the Board of Directors.

Business and sustainability objectives formed in line with corporate strategies are disseminated from the senior management to all corporate levels through effective communication mechanisms, the constant monitoring of the company's performance in these areas is ensured through multi-stakeholder auditing practices. The communication of corporate performance to senior levels is undertaken through periodical practices such as reporting and presentation, a set of communicative practices that enable the participation of internal stakeholders in decision-making processes are put into practice.

In the reporting period, there were no strategically significant changes in our organizational structure.



INTERNAL AUDIT AND RISK MANAGEMENT



At OPET, we act in accordance with the impacts of macroeconomic conditions, technological developments, and climate change on our activities and the risks they pose. In order to transform the risks generated by these variable conditions, we make use of a range of governance tools. In this regard, we identify at least 5-year strategic targets through the strategic planning processes we conduct in parallel with our realist vision, we develop preventive approaches by determining the factors that constitute a threat for our strategic objectives through risk management practices we carry out at the level of senior management and departments.

At OPET, risk management practices are carried out at the level of departments in line with the expertise-based division of labor. All departments manage risks regarding the strategic objectives within their areas of responsibility through their internal control mechanisms. The Internal Audit Directorate, which leads financial and operational risk audits across OPET, examines the internal control mechanisms of departments, provides suggestions in case areas open to improvement are determined and periodically reports to the General Manager and the board of Directors based on its findings and improvement suggestions.

In addition to the Risk Focused Audits performed in areas where financial and operational risks are evaluated as high or those which carry a certain level of risk by nature, The Internal Audit Directorate subjects all units within the body of OPET Petrolcülük A.Ş. to Continuous Controls. While the basis of our audit processes is founded on our Management System Policy, mission and vision, Internal Audit Regulations, Opet Petrolcülük A.Ş. Personnel Regulations, and the Code of Ethics and Implementation Principles prepared

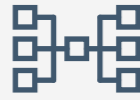
by Koç Holding, all audits are performed within the framework of International Internal Audit Standards and codes of conduct, namely the principles of honesty, objectivity, confidentiality, and competence. At the same time, the compliance of operations with the principles of human rights, working standards, environment, and combating against corruption set forth by the United Nations Global Compact, of which Koç Group, with which we are affiliated, is a signatory, are examined.

In addition to internal audits, Koç Holding and independent third-party institutions conduct auditing activities, benefiting from a multi-stakeholder auditing mechanism. In cases where it is deemed necessary, audits involving the subsidiaries, customers, subcontractors, and employees of OPET are also conducted.

We conduct communication works in order to convey our ethical values among our employees; we prevent violations and risks that might arise in this field through the internal audit practices we implement. "Koç Group Code of Ethics and Implementation Principles" and "OPET Petrolcülük A.Ş. Personnel Regulations", included in the "Welcome Package" that was made into a booklet and is offered to all recently recruited employees, constitute the basis of our set of ethical rules. These texts, which regulate relations among our employees and with our stakeholders, involve various subjects such as ethical codes of conduct, combating against corruption, occupational health and safety, environmental protection, and social responsibility. In the reporting period, there were no cases of infringement in relation to these issues.

All OPET units were audited for risks regarding anti-corruption and abuse in the reporting period, and no violation or risk was detected.

MANAGEMENT SYSTEMS



At OPET, we support our robust organizational structure and effective governance model with Management Systems, we look for ways to constantly improve our product and service quality through international systems and standards that we follow in areas such as quality, environment, greenhouse gas emissions, and occupational health and safety. Within the scope of systems, which we manage in integration at our Headquarters and Terminals, we conduct information works aimed at our employees and other stakeholder groups in our value chain, we secure the efficiency of our management systems through periodical internal and external audit practices.

We conduct effective and efficient processes where human-induced errors are minimized, we carry out operations that respect the environment, human health, and society through Management Systems, which we have formed by integrating our rooted sectoral experience, quality systems and standards, and international methodologies specific to our industry. We continuously improve our performance in management systems, we take significant steps towards our objective of operational excellence. We follow international developments and technological innovations closely and we assure the currency of our systems and standards.

OPET Management Systems Policy and international management systems implemented in OPET operations can be reached online at <https://www.opet.com.tr/en/kalite-yonetimi>



SUSTAINABILITY MANAGEMENT



We act with the awareness that we form vast economic, social and environmental influence areas in our operational geography, we make a tremendous effort for our impact in these areas to have a positive characteristic through our sustainability management practices. We take into account our sustainability policy and priorities in determining our business objectives; we conduct operations that will serve the improvement of national economy, social development, and environmental protection. We aim to constantly improve our sustainability performance through effective auditing practices we conduct within the company and in our value chain.

We ensure the management of sustainability areas through a division of labor among departments according to expertise, under the supervision of the Board of Directors and the responsibility of the General Manager. At OPET, the management of the issues of health, safety, and environment is the responsibility of the Corporate HSE-Q Directorate Deputy Director for Supply and Terminals, Engineering and HSE-Q Directorate the management of issues directly related to our employees that of the Human Resources Group Directorate, which reports directly to the General Manager, the management of our social responsibility projects and social activities that of the Corporate Communication Directorate, and the responsibility for product and service quality belongs to all our units.

In order to support stakeholder participation which is a fundamental principle of our sustainable management approach, we encourage all stakeholders that are in our value chain from employees to dealers, from suppliers to customers participate in company decision-making processes and activities. We work to expand our sustainability approach to all stakeholders, primarily our employees.

» Identification of Material Aspects

Aspects which have impact over OPET's sustainability performance are determined with the Identification of Material Aspects study in which OPET senior management and organizational structure were represented comprehensively. The principles of Completeness, Sustainability Context, Materiality and Stakeholder Inclusiveness which define the general outline of establishing the reporting content form the basis of GRI Sustainability Reporting Standards.

In the sustainability workshop, we have presented "Koç Group Energy Group Materiality Findings", the end result of "Koç Group Sustainability

Management Project", which was held in 2014, to the views of our executives. Within the study, materiality results were reevaluated with regards to OPET's sectoral, operational and geographical specifications, company strategies and stakeholder expectations. Material aspects that have impact over OPET's and its value chain's sustainability performance were identified.

While our material aspects were taken as basis in defining report content, we have disclosed the management approaches, policies, performance results and objectives under Governance, Sustainable Value Chain, Customer Satisfaction, Environmental Management, Employee Rights and Working Life and Social Development sections.



Aspects marked with an asterisk (*) are topics that are material both within OPET and on the activities of its value chain. Rest of the aspects are only material for OPET's own operations.

OUR STAKEHOLDERS AND COMMUNICATION METHODS



We define individuals, groups, and institutions, which are directly or indirectly affected by our operations, and similarly those who affect our operations as our stakeholders; we form effective communication mechanisms in line with our transparent, accountable and participatory management understanding. We aim for all our stakeholders to become aware of OPET operations in the fastest and most transparent fashion, while we also encourage their participation in corporate decision-making processes and operations through the bidirectional communication channels we establish.

We ensure the efficiency of our communication and engagement practices through stakeholder-specific channels that we design in accordance with the characteristics of each stakeholder group and their relation of influence with our operations. We ensure the constant improvement of these channels in accordance with technological advancements and stakeholder feedbacks. We establish and make a great effort to preserve our long-termed relationship based on trust with our stakeholders.

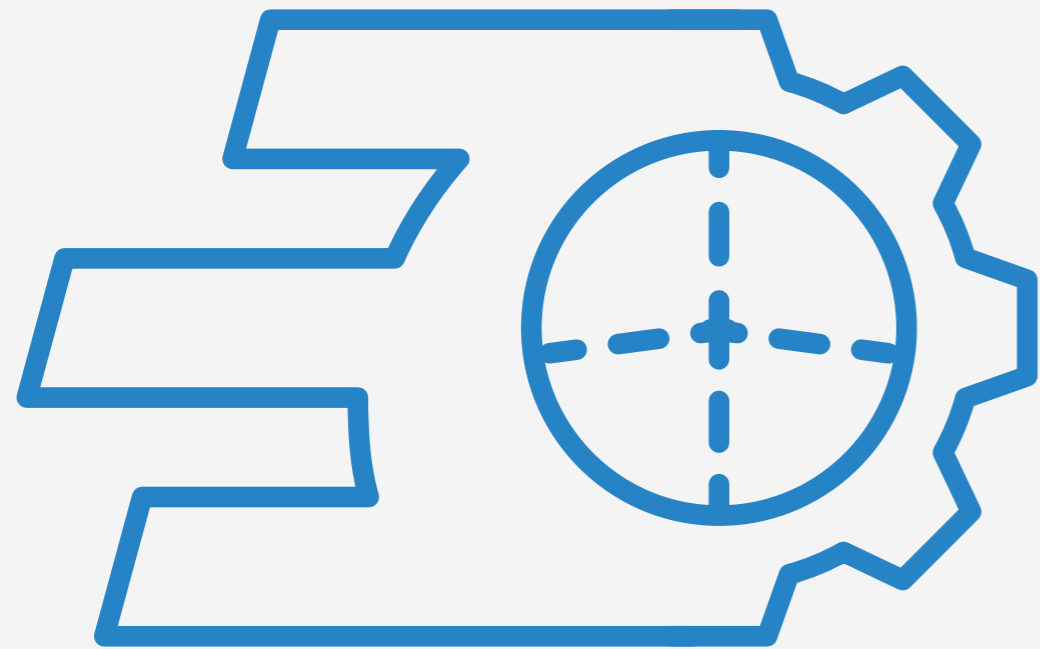


OUR STAKEHOLDERS AND COMMUNICATION METHODS

MEDIA	Press Releases, Press Conferences, Kilometre (Magazine), OPET Website, Rollouts, Corporate Reporting, Events, Face-to-Face Interviews, Local and National Media, Interviews, Social Media
INVESTORS	Financial Statements, Profitability Reports, Sales Reports, Account Reports, BOD Meetings, Investment Meetings and Other Internal Company Meetings, In-House Reporting, E-mails, Web, Media, Annual Review Meetings
OPINION LEADERS	Media, Face-to-Face Interviews Within CSR Projects, Social Media, Web, Corporate Reports, Press Releases and News Bulletins
NGOs	Internet, Media, Joint Projects, Project Meetings, Sponsorships, Website, Printed Documentations, Corporate Reports, Periodic Meetings
EMPLOYEES	Communication Meetings, Annual Review Meetings Orientation Training, Office Circulars, Internet, Kilometre (Journal), Activity Groups, Trainings, Web Page, E-mails, Events, Dealer Meetings, In- House Portal, Corporate Reporting, Printed Documents, Audio-Visual Presentations, Employee Satisfaction Surveys, H&S Assembly Meetings, H&S Trainings
BUSINESS PARTNERS	Dealer Meetings, Dealer Training, Dealer Portal, Kilometre (Journal), Circulars, Dealer Complaint Letters, Correspondence, Field Visits and Audits, Dealer Satisfaction Surveys, Web Reports, Fuel Sales Reports, Events, SMS, Printed Documents, Press Releases, Circulars
SUPPLIERS	Face-to-Face Interviews, Engineering Meetings and Other Meetings, Website, Printed Documents, Training, Performance Evaluation, Contracts, Feedback Meetings, Enterprise Reporting, Negotiations within the scope of Social Responsibility Projects
EDUCATIONAL INSTITUTIONS	Clean Toilet Campaign in Schools and Training Programs, Sponsorships, Academic Partnerships, Career Days, Professional Introduction Sessions, Koç Career, "Vocational Education: A Crucial Matter for the Nation" Project, Personal Progress Meetings, Panels, Web, Ministry of Education Lifelong Learning General Directorate (Occupational Training Centers)
INTERNATIONAL ORGANIZATIONS	Website, Printed Documents, Web, Turkish Customer Satisfaction Index, Corporate Reporting, Cooperation with KalDer, Corporate Reports, Award Applications, Supply Operations
LOCAL COMMUNITIES	Regional, National and Local Campaigns, Training, Social Responsibility Projects, Media, Local Meetings, Brochures, Advertisements
FINANCIAL PLAYERS	Financial Reports, Corporate Reports, Web, Other Meetings, Financial Audits, General Assembly Meetings, Face-to-Face Interaction with Credit Institutions
GOVERNMENT AND REGULATORY BODIES	EPDK Monthly Reporting, Audits, Disclosure Obligations, Competition Authority, Corporate Reporting, Printed Announcements, Meetings and Visits, Official Correspondence
CUSTOMERS	Website, Advertisements, Campaigns, Training, Social Responsibility Campaigns, Customer Satisfaction Surveys, KalDer Researches, Media and Press Ads, Web Sales Reports, Call Center, Kiosks, Messaging Services, Sponsorships, Customer Perception Studies, OPET Card
COMPETITORS	EPDK Industry Information, Product Information, Station Information, Campaign Information, Web, Printed Documents, Turkish Customer Satisfaction Index Surveys, Ongoing Projects of KalDer, Ader and PETDER, Corporate Reports, Media
CORPORATE MEMBERSHIPS	Akdeniz Exporters Union, Aliğa Chamber of Commerce, Çorlu Chamber of Commerce and Industry, Turkish Marine Environment Protection Association, Foreign Economic Relations Board, Turkish Bunker Fuel Management Foundation, Giresun Chamber of Commerce and Industry, Istanbul Ready-Made Clothing Exporters Association, Istanbul Minerals and Metals Exporters' Association, Istanbul Chamber of Industry, Kırıkkale Chamber of Commerce and Industry, Kocaeli Chamber of Industry, Körfez Petroleum Products Foundation, Körfez Chamber of Commerce, Corporate Communications Foundation, Mersin Chamber of Marine Commerce, Mersin Chamber of Commerce and Industry, Turkish Personnel Management Foundation, Petroleum Industry Foundation, Turkish Industry & Business Association, Turkish Public Relations Association, Turkish Quality Association, The Union of Chambers and Commodity Exchanges of Turkey, Advertisers' Association

SUSTAINABLE VALUE CHAIN

At OPET, we work to ensure the sustainability not only the sustainability of our own operations but the sustainability of the value chain as well. We endeavor to create social, economic and environmental added value in all of our supply processes, dealer relations and terminal operations.



We provide trainings to ensure a sustainable value chain, we follow up on the performance they deliver through auditing practices. We obtain feedbacks of our stakeholders in our value chain about our sustainability performance through effective communication and participation channels.

SUPPLY



At OPET, we carry out our service and product purchases within the scope of two different processes, which we call supply and purchase. Supply processes, which may be defined as the supply of fuel products, are realized by our Supply Department, while all other purchases are managed by the Purchase Unit working under our Assistant General Manager responsible for financial and administrative affairs.

We adopt a dynamic approach in our relations with suppliers. We work with suppliers that adopt the corporate values of OPET and can meet its service and product standards. While we ensure the sustainability of our supply operations through our auditing and training practices, we contribute to the development of our suppliers.

We create direct and indirect added value for the national economy in supplying products and services by procuring our products and services insofar as possible from local suppliers residing, producing, and serving in Turkey. In accordance, we have supplied 76.29% of our purchases from local suppliers in 2016, 76.44% in 2017, and 70.75% in 2018.

We determine our supplier portfolio through a three-phase process management. In addition to companies applying to our Purchasing Department, we add companies that we evaluate positively through methods such as following sectoral and national publications, expo visits, industry-specific benchmarking to our Potential Supplier List, as an alternative to our existing supply chain. We include those companies among potential suppliers,

who meet Opet standards, ensure the necessary qualifications, and are worked with for the first time, in our Candidate Supplier List. We identify suppliers with whom we can work in the long run through additional supplier evaluations, creating our Approved Supplier List.

We monitor the performance of all of our suppliers through supplier evaluation processes and audit practices. As part of the audits, we visit suppliers at their facilities and obtain information regarding their operations. We assess our suppliers in the issues of environment, working conditions, occupational health and safety, transportation of dangerous goods within the framework of quality management systems, besides their technical competences. In the reporting period, we have performed audit practices for 29 suppliers.

HSE-Q specifications (For our terminals occupational health and safety, environment, labor law and containing the requirements for the transport of dangerous goods technical specifications) are drawn up in contracts made with contractors, from whom we purchase services, those which operate in our terminals and stations in behalf of OPET, and third parties; field controls are performed during their operations to prevent potential nonconformities. The Social Security Institution (SGK) and education records of company personnel is obtained and work permit certificates are prepared; it is checked whether vested benefits such as transportation reimbursement and food expenses are provided; it is ensured that they are provided with training regarding the issues of health, safety and emergency situations. It is ensured that risk analyses, emergency plans, and labor quality reports are generated at the headquarters and stations of contractor companies, and they are checked; the employment of child labor is not tolerated in any operations.

TERMINAL OPERATIONS



We conduct sustainable operations at our terminals, where we carry out storage and fuel distribution operations, which provide us with competitive advantage in our industry with their capacities and strategic locations. We manage the social, environmental and economic impacts of our terminal operations as a whole. We actualize practices to ensure business continuity at our terminals, which are of strategic significance due to the solution they could provide in case of potential fuel scarcity, we constitute a healthy and safe working environment and we carry out works to minimize environmental impacts generated by operations. We ensure the sustainability of our terminal operations through national / international systems and standards in the fields of quality, environment, safety management, and occupational health and safety.

STORAGE CAPACITIES OF OPET TERMINALS

Marmara Terminal	735,933 m ³
Mersin Terminal	240,000 m ³
Körfez and Körfez B Terminal	45,450 m ³
Giresun Terminal	43,130 m ³
Antalya Terminal	19,442 m ³
TOTAL	1,083,955 m ³

We draw on national/international systems and standards in the fields of quality, environment, safety management, and occupational health and safety, transportation of dangerous goods we implement auditing and communication practices prescribed by these standards in order to ensure the sustainability of our terminal operations. During the reporting period, our Headquarters was subjected to annual audits by an accredited institution within the context of ISO 9001 Quality Management System and ISO 14001 Environmental Management System, whereas our terminals were subjected to audits concerning ISO 9001 Quality Management System, ISO 14001 Environmental Management System and OHSAS 18001 Occupational Health and Safety Management System.



We conduct various communication activities trainings aimed at our employees, subcontractor employees, and tanker truck drivers. Through the trainings we provide, we raise awareness among all our stakeholders who enter our facilities regarding the headings of emergency, environment, health, and safety and we prevent unfavorable situations that might arise due to human-induced errors through the practices we regularly conduct.

We make the open suggestion system, which we offer to our internal stakeholders, available for our other stakeholders, we ensure that they participate in Occupational Health and Safety Committee meetings. We implement various training programs in order to ensure the safety of our logistics network and guarantee that the staff in charge carry out safe business processes.

We carry out a number of practices that will ensure the health and safety of the local communities at our terminals and stations where we distribute and sell our products classified as hazardous material, we ensure the monitoring and control of our areas of impact through efficient and transparent communication channels.

We fully comply with laws regarding environment, occupational health and safety and public health in all our operations. We choose the locations of our terminals and stations in consideration of surrounding public places such as schools, hospitals and places of worship. We subject our facilities to internal audits under the headings of occupational health and safety, transportation of dangerous goods, in addition to the audits carried out by various public institutions.

Besides the communication channels we establish for our broad stakeholder network, we also come together with the local communities residing at the locations where our terminals are situated with face-to-face meetings conducted by our managers and through the agency of local administrations, we listen to their suggestions and grievances, we respond swiftly to their expectations. Thanks to our transparent communication, we "flawless service" for our dealers, who constitute the most important leg of the customer satisfaction we provide and the competitive advantage we create in our industry. We improve our processes by lending an ear to their suggestions, expectations and complaints, and implement pioneering practices in order to enhance the satisfaction of our dealers. We provide support for schools in the vicinity of our terminals in relation to material, stationery donations, and we assist through the educational grants we provide. We accompany the socio-economic development of local communities with the employment opportunities we create, as well as other practices. In the reporting period, there were no cases of violation of the rights of the local community within our operations.

DEALER MANAGEMENT



We make a superior effort to reinforce our relationship with our dealers, who constitute the most important leg of the customer satisfaction we provide and the competitive advantage we create in our industry. We provide trainings in line with our understanding of "flawless service" in order to enhance the business success of our dealers, and execute practices to increase dealer satisfaction.

We constantly improve our communication channels in light of dealer feedbacks and technological innovations for a robust communication with our dealers. We support our traditional communication tools via Dealer Portal and implement instant communication practices periodically and as needed. Through our Dealer Communication Channel Management Project, which actualized in 2017 following the suggestion of dealers, we aim to consider the technology usage habits and expectations of each of our dealers and deliver them notices and announcements via any communication platform they prefer. This practice which accelerated communication contributed to dealer satisfaction.

We both measure the satisfaction and engagement of our dealers, evaluate the impact of the practices we conducted on dealer satisfaction, and identify areas of development through the Dealer Satisfaction Surveys, which are periodically conducted every year by independent institutions. We prepare business and communication strategies based on these surveys which form the basis of our dealer communication practices. Dealer Satisfaction Surveys form the key data of our communication policy and practices we execute in this regard. Thanks to these surveys, we evaluate the impact of these practices on dealer satisfaction, plan the next strategy for the next period and define reinforcement methods for communication tools.

We have increased our dealer satisfaction survey point, which was 87 in 2015, to 89.7 in 2016,

becoming first among Koç Group companies in dealer satisfaction. Our satisfaction score was 88.7 in 2017 according to survey result. With the score of 87.35, OPET ranked first among the companies that participated in the survey in 2018. Our brand, Sunpet which participated for the first time in 2018 and scored 81, was evaluated as over the average among other Koç Group companies.

Another practice we conduct for our dealers is the complaint management. We aim to both decrease the complaints of our dealers throughout the year, and increase our problem-solving rate in cases of complaint through the complaint management practices we implement for dealers. We ensure that all related departments directly deal with dealer complaints and conduct beneficial improvements regarding problematic and recurring dealer complaints. We solve complaints we receive in an average of 5.9 days according to dealer support line data.

OPET Dealer Portal, the most significant communication channel we have developed for our dealers, has been in service since the year 2009.

OPET Listens

We have initiated OPET Listens – Dealer Support Line which gathers dealers under a single umbrella in order to offer fast and effective solutions to the requirements, questions and problems of dealers, and to monitor performances and processes aiming to meet the demands of dealers by recording their feedbacks. In line with this practice which was initiated in 2017, we received a total of 2,053 feedbacks, 960 of which were complaints, 764 were demands, 195 were information demands, 112 were suggestions and 22 were satisfaction. In 2018, we received a total of 2,181 feedbacks, 48 of which were satisfaction, 87 were suggestions, 1,283 were complaints and 763 were demands. Thanks to this channel which offers service to dealers, the prevalence of problems that occur can be measured and root causes can be identified and analyzed in addition to offering fast solution to dealer expectations. We executed various corrective and preventive activities during the period while our project studies were ongoing.



Our dealers can reach their notices and announcements, current account activities, Energy Market Regulatory Authority fuel transactions and stock reconciliations, OPET Kart and Otobil information, our service definitions and many additional information on the portal. The feedbacks of dealers regarding the system are acquired through the Dealer Portal Satisfaction Survey, improvement works are carried out in this regard. While 35% of our dealers have been using Dealer Portal System, which has been in service since 2009, for over 5 years, 50% of them visit the portal page every day.

The "Online Fuel Order" application can be used within the Portal with mobile signature, allowing for a safer, more efficient, and faster ordering process. As of 2018, 1,616 dealers ordered a total of 527,066 oil through mobile signature. Our target for the year 2016 is to generalize the system further by ensuring that at least 750 of our dealers are using this service. Almost all oil sales to dealers are conducted using mobile signature. 94.6% (33.6 Billion TL) of Opet's endorsement which was 34.6 Billion TL in 2018 was made using ordering system with mobile signature.

As the first company to make oil offers via mobile signature in the sector, Opet broke a new ground again and enable one-key approval for Opet Card receipts via the portal and online delivery of these receipts by dealers. Thanks to this project, we prevented erroneous document delivery, eliminated problems such as missing documents and diminished about 250,000 TL of annual cargo expenses of our dealers. Moreover, we greatly contributed to environment with our target of paperless office by saving about 20,000 cargo packages, 30,000 papers and 100 archiving folders. We decreased the process that lasts for about 2 days end-to-end to 30 seconds and saved work force and time.

The opinions and suggestions of our dealers concerning each of the sections in the portal are received through the Dealer Portal Satisfaction Survey, conducted since 2013. The ratio of dealers who stated that they are satisfied with the innovations and improvements in the dealer portal was 79% in 2016. This ratio rose to 87% in 2017 and to 94% in 2018.

My Mobile Station

My Mobile Station application designed to change the current usage habits of dealers and help them reach the right information rapidly from everywhere was offered to the use of dealers in 2017. This application enables OPET dealers to have access to information obtained from station automation data out of the stations as well. In 2017, 203 OPET dealers benefited from this application which offers an interactive communication model in line with today's needs, while 620 OPET dealers benefited in 2018.

Following the maintenance programs that we implement annually at all our stations through the agency of contractor firms, we conduct evaluation surveys for our dealers; we evaluate dealer feedbacks among primary inputs to designate the companies we will work with in this area.

Through the Dealer Service Evaluation Program, which we conduct for dealers who have been operating under the roof of OPET for more than one year, we evaluate our dealers based on mystery shopper notes, sales increases per vehicle compared to the previous year, loyalty card usage rates, training turnouts, marks received at trainings, and complaints. As part of the program where each of our dealers are evaluated within the frame of their district, dealers that rank among the top three with their performances are rewarded, whereas the shortcomings of those ranking among the last three are identified and compensating actions are taken. In line with dealer evaluation surveys, we put into practice Traveler Project in 2017. 214 teams consisting of 542 OPET employees visited a total of 1,042 OPET stations in Turkey during the practice "Smart Station Visits." Teams evaluated whether the Mobile Payment, Smart Filling System and Opet Wi-Fi practices work properly during these visits. A total of 1,495 negative and 897 positive feedbacks were received in the reports submitted individually for each station.

We encourage our dealers towards better quality service and better sustainable operations through the Dealer Incentive Program, we reward our

successful dealers with overseas trips. We form a success rating with a point scoring system, where mystery shopper evaluation has a weight of 40%, HSE-S performance 20%, sales values 30%, and opinion a weight of 10%, which is then submitted to the senior management. Following the evaluation of the list by the senior management and the identification of the number of dealers to be awarded, we conclude the program with the stages of planning and executing overseas trip organizations.

In 2018, we organized Ramadan gatherings with our dealers. 1,199 participants from 849 Opet and Sunpet dealers were in these Ramadan gatherings organized in 13 different locations. During Iftar travels, a total of 87 dealers (78 Opet dealers, 8 Sunpet dealers, 1 Tey dealer) and Aliğa Total Terminal were visited on site. Moreover, 150 stations were visited under the leadership of Nurten Öztürk with the motto "Turkey is Our Power, you are Our Power."

Trainings Provided to Dealer Personnel

We not only contribute to the improvement of our dealers, but also ensure constant development of our service quality through theoretical and practical trainings we provide to dealer personnel. We conduct onsite service audits through the agency of our Brand Implementation Personnel and carry out practices to evaluate the efficiency of the trainings provided by our Training Teams.

The trainings we provide for dealer personnel consist of two stages; namely the theoretical 'Station Clerk Trainings', which we provide with our training bus, and on-site, one-on-one, and practical trainings provided by our Field Training Officers. With these two applications, besides providing information regarding current OPET campaigns, customer loyalty practices, and OPET practices and products, trainings are offered to store attendants and filling station attendants concerning service steps and the issues of health, safety, environment, and security. We certificate the personnel who receive 75 points or more out of 100 and become successful at the examination we conduct subsequent to the trainings we provide on our training bus, whose interior is designed as a classroom; we aim to provide theoretical training to all of our station personnel by completing a full tour in a year with our bus. The efficiency of the trainings is evaluated in line with Mystery Shopper Applications and the necessary improvements are made in the content of the trainings when there are specified development areas.

We provided theoretical trainings for 3,547 station personnel at 848 stations in 2016, and for 4,536 station personnel at 930 stations in 2017, and 5,136 station personnel at 1,009 stations in 2018. In addition, 22,580 station personnel received onsite and one-to-one applied trainings regarding the issues one may encounter during a daily station life through 5,515 visits in 2017, while 28,967 station personnel received these trainings through 6,500 visits in 2018.

TRAINING BUS

	2016	2017	2018
Number of Stations that Participated in Trainings	848	930	1,009
Number of Personnel that Participated in Trainings	3,547	4,536	5,136
Total Number of Filling Station Attendants that Participated in Trainings	2,831	3,585	3,696
Number of Days Spent	176	180	194

FIELD TRAINING SUPERVISORS

	2016	2017	2018
Number of Visited Stations	2,946	5,515	6,500
Total Number of Trained Personnel	9,959	22,580	28,967
Number of Days Spent	707	1,218	1,465

CUSTOMER SATISFACTION

We work with a target to be the most preferred company of the sector by constantly increasing the level of customer satisfaction. In this regard, we actualize practices that are exemplary for our industry with our products and services endowed with an advanced technological infrastructure.



We ensure the engagement and satisfaction of our customers with our customer loyalty practices. We constitute sustainable stations by expanding the criteria of health, safety and environment in addition to OPET quality and service standards in all our service network thanks to periodical station audits conducted all around Turkey.

FLAWLESS SERVICE



We provide excellent customer satisfaction we offered in line with our vision of Journey to Flawlessness. We fulfill the requirements of our stakeholder engagement understanding with our bidirectional communication mechanisms, through which we carry out our customer information practices and which allow our customers to convey their feedbacks regarding our product and service quality and sustainability performance, we constantly improve our performance in this field. We manage all our operations, where we come into contact with our customers, within the scope of ISO 10002 Customer Satisfaction and Complaints Handling Standard, an internationally acknowledged standard in its field; we conduct communication and auditing activities within the framework of the standard.

As part of the customer information works we conduct, we perform image communication on behalf of the OPET brand once a year and carry out campaign communications monthly. We regard customer feedbacks obtained through digital communication channels, primarily the social media, face-to-face interviews and phone calls, customer and dealer visits we acquire as primary inputs to improve our operations.

We learn the opinions of our customers regarding our service quality through survey studies under the name of Flawless Service. We measure the satisfaction of our customers, who enter our stations, with the service they have received, by reaching them, following their shopping.

»OPET Call Center

OPET Call Center plays a crucial role in providing customer satisfaction. The Call Center team and support units listen to the views, suggestions

and complaints of our customers, establish communication with relevant OPET units and mediate in grievance and improvement activities.

OPET Call Center act in accordance with the target of sustaining a continuous and efficient communication with its customers. At OPET Call Center, which provides services through contemporary web-based channels such as OPET Mobile App and social media, alongside traditional channels, the share of new communication channels in the total number of calls is consistently increasing. In 2018, the number of our customers who reached out to our call center through voiced message has decreased by 32% compared to 2017. In addition, our call center received 40,628 calls via WhatsApp application in 2018.

At OPET Call Center, various international management standards are drawn upon and basic performance indicators constituted in line with standards are monitored. Among the quality assessment criteria taken into consideration in Call Center processes are proper usage of Turkish, style, courtesy, manner of communication and approach, conforming to conditions for putting on hold, active listening, customer oriented service presentation and appropriation, call management, obtaining root cause from the customer, correct and current information sharing, and conforming to customer confidentiality rules.

At OPET Call Center, in 2016, 434,513 calls, and in 2017, 588,469 calls were received; the answer rate to these calls reached 93% in 2016 and 96% in 2017. In this context, 95% call answer rate target of OPET Call Center was accomplished. Of the calls we received in 2017, 85% were information, 19% satisfaction and appreciation, 9% complaint calls, while of those received in 2017.

At OPET Call Center, in 2017, 588,469 calls, and in 2018, 709,206 calls were received; the answer rate to these calls reached 96% in 2017 and 97% in 2018. In this context, 95% call answer rate target of OPET Call Center was accomplished. Of the calls we received in 2018, 80% were information, 2% satisfaction and appreciation, 5% complaint calls, while of those received in 2017.

STANDARDS IMPLEMENTED AT OPET CALL CENTER

- ISO 9001 Quality Management Systems Standard
- ISO 10002 Customer Satisfaction and Complaints Handling Standard
- ISO 14001 Environmental Management Systems Standard
- OHSAS 18001 Occupational Health and Safety Management Standard
- EN 15838 Call Center Standard
- Callus Quality Management System



»Customer Information Security

We act with zero violation target in customer information security. In order to actualize this target, we benefit from our robust technological infrastructure and execute communication practices to raise awareness among our employees regarding this issue. We act in line with ISO 10002 Customer Satisfaction Management System and ISO 27001 Safety of Information Management System in providing safety of information to customers. As per the contracts we make with our customers, we keep all written documents and information in spaces dedicated to users, we preserve the sales conditions information included in our customers' contracts in spaces exclusively accessible to parties of interest with the Compliance with Laws system. We preserve voice records at our Call Center in the contractual Call Center System, which provides extra security, we guarantee the information security of our customers at the highest level with the latest technology through our automation systems.

All agreements prepared with our business and solution partners include a confidentiality clause. Thus, we submitted CONSULTANT / CUSTOMER COVENANT FOR PROTECTING PERSONAL DATA to our customers in line with the Personal Data Protection Law No. 6698; and we demanded the signed versions of this covenant. Moreover, we included a CLARIFICATION TEXT on our Otobil website to inform Otobil customers.

In the reporting period, no complaints were received regarding breaches of customer information security.

STATION AUDITS



We have been offering products and services of excellent quality to our customers through 1,615 stations as of 2018 yearend all around Turkey. In order to render our station operations sustainable, we carry out audits under the headings of quality, health, safety and environment. In consequence of the audits conducted by our internal and external control mechanisms, we identify our aspects that are open to development, we continuously improve our product and service quality.

Brand implementation team, mystery shoppers, technical inspection teams, customer complaints inspection team, field inspection experts, field and regional directors, Headquarters personnel, Flawlessness Envoys, and our customers constitute the basis for our service improvement activities.

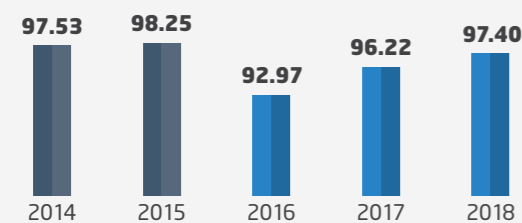
Our brand implementation team does weekly and monthly route planning and pays visits to all our stations no less than once a month. The team, which inspects the compliance of the station outlook and service quality with OPET standards at each station, conveys inspection results to OPET Headquarters providing the primary inputs for the corrective actions to be taken. The team performed 12,100 station visits in 2016, 13,500 visits in 2017 and 15,600 visits in 2018 for auditing purposes.

We conduct a Mystery Shopper Program through the agency of the personnel of an independent institution to visit our stations five times, of which four day-time and one night-time, in 3 periods every year, inspections regarding the general outlook, service quality, cleanliness of our stations, and customer loyalty practices are conducted. In consequence of the inspections conducted in secret, evaluations are carried out at the levels of executive summary, regional summary and field summary, the results are then shared with our dealers.

Our Technical Inspection Teams carry out HSE-S and product audits at all our stations throughout the year, they also take product samples in line with Energy Market Regulatory Authority's Audit Legislation. Product inspections, whereby OPET marker, water and consistency controls are conducted, are carried out. Our Technical Inspection Teams actualized 3,731 HSE-S audits in 2016, 4,415 HSE-S audits in 2017. Teams conducted product auditing operations at 3,580 tanks in 2016 and 3,674 tanks in 2017. Besides, scale controls were performed for 496 fuel distribution pumps in 2016, and for 670 fuel distribution pumps in 2017.

A product for which complaint has been filed by a Customer Complaints Control Officer is taken and delivered to the laboratory. The results are submitted to the related customer during the legal period by Customer Relations Department. 3,093 customer complaint audits were performed in 2016, whereas 4,006 audits were performed in 2017 for product control. Following the audits, customers who make the complaints receive the feedbacks.

ANSWER RATE IN CASES OF PRODUCT COMPLAINTS



» Flawlessness Envoys

Flawlessness Envoys is a voluntary customer support practice, which we started in 2000 under the name of OPET Honorary Inspectors. The number of envoys who take charge in Flawlessness Envoys which is one of the most distinguished stakeholder engagement practices not only in our sector, but in all Turkey increases every day. Flawlessness Envoys provide feedbacks in various areas ranging from the personal appearance of station personnel to customer relations, to toilet cleanliness and to station security. They make invaluable contributions for tracking our operational, social and environmental performance through the constant inspections they provide.

Flawlessness Envoys, who make on-site observations about our social responsibility project areas and the functioning of related practices and inform us about probable flaws, are our primary stakeholders who ensure the sustainability of corporate social responsibility practices that have been identified with the OPET brand. As of 2018 yearend, the number of Flawlessness Envoys have reached 8,244. We offer our Flawlessness Envoys channels specifically designed for them in addition to widespread stakeholder communication mechanisms. Our corporate website, kiosks located at our stations, Opet Customer Services line, Online Transaction Center, smartphone applications and email, as well as a specific line constituted within the Call Center are channels through which our envoys convey their evaluations to us. Data conveyed by our envoys are processed in the SAP program and transmitted to the Call Center database; in consequence of the information conveyed to field administrators following relevant analyses, all negativities that might arise, primarily those related to service standards, can be instantly intervened. Our Flawlessness Envoys have carried out 159 inspections in 2016, 135 inspections in 2017 and 193 in 2018; and then conveyed 192 complaint and 54 satisfaction notices in 2017, and 148 complaint and 45 satisfaction notices in 2018.

We are transforming our Fullmarkets to Ultramarkets, a retail chain with more than 1,000 products in 10 categories. By the end of 2019, it is planned to turn nearly 100 stations into retail points, and we expect market share of the total revenue to be 15 percent. With cooperating well-known brands such as "in bakery by Divan", "Koçtaş", "Starbucks on the go", "Lipton", "Dardanel Mister No", "Rossmann", "Automix", "Toyz Shop and "Ttec", we offer the needs of consumers under a single roof at an affordable price and in a fresh / clean / quality manner.



NUMBER OF FLAWLESSNESS ENVOYS	2014	2015	2016	2017	2018
Number of Flawlessness Envoys	7,047	7,557	7,747	8,264	8,244
Number of Flawlessness Envoys Performing Inspections	413	218	152	95	112
Number of Inspections Performed	1,219	575	159	135	193

CUSTOMER LOYALTY PRACTICES AT OPET



We secure the loyalty and engagement of our customers through our customer loyalty practices, which we have formed throughout the years in line with the specific characteristics of our sector and our product and service standards. We constantly increase our customer satisfaction level in OPET through campaigns and other opportunities we offer to our customers.

In line with **Customer Satisfaction Measurement**, customers can receive rapid feedbacks about station experiences through devices located at OPET stations. We reach out to customers who give feedbacks by making a comment about a situation they are not satisfied with and who specified their contact information, via our call centers to eliminate their dissatisfaction. Currently, we gathered approximately 3,7 million feedbacks throughout 1,5 years using the satisfaction devices available in 354 OPET locations and communicated with almost 9,000 customers who wanted us to communicate with them.

OPET customers benefit from Paropuan and various additional advantages in their fuel purchases through the **OPET Card** practice we engaged in 2005 and each year over 1 million OPET customers benefit from various additional advantages in their fuel purchases through OPET Card and Paro Cards of other Koç Group companies. 4,4 million people benefited OPET Card practice in the reporting period.

OPET World Card service was actualized in 2011 in cooperation with Yapı Kredi Bank. In line with this service, OPET customers benefit from many advantages in various sectors besides the benefit of extra fuel. 543,616 people benefited from OPET World Card practice in 2016 - 2018.

Minibus Club practice which has been conducted since 2008, allows our commercial customers to benefit from several discounts and opportunities. More than 169,000 people have benefited from Minibus Club practice.

Through our **Fuel Insurance System (YGS)** practice, our consumers can both insure their vehicles against fuel driven problems and benefit from OPET Card advantages with their YGS Cards. This practice is for which we offer for Fiat, Ford, Alfa Romeo, and Trakmak vehicles. In 2017-2018, 310,000 OPET customers benefited from the system. 1,195 vehicles were repaired in line with this Fuel Insurance System.

With the **Points for Plate Project**, we aimed at developing an application that allows our customers to gain points without walking into the station market and presenting their OPET Cards. Points that are loaded can be spent using a cell phone or an OPET Card integrated with the plate. The project was engaged for specific customer groups at the first stage, its pilot application is now ready. 733 people benefited from this practice in 2017.

In line with **ORTR Devices Installment Project**, these devices are being installed at OPET stations, and our customers can gain and spend points at the pump, and benefit from personal discounts. In 2017, 1,2 million OPET Card processes were carried out using ORTR devices. In 2018, over 3,5 million OPET Card process was made using ORTR devices.

When customers using OPET Mobile Payment application save their credit cards on the application for mobile payment, they are able to make their payment when buying oil or diesel oil from any OPET station without getting off from their vehicles. Customers can also benefit from fuel points when they use Paro card automatically via their cell phones during these mobile payments. 36,446 transactions were carried out in 2017 and 39,963 transactions in 2018 via Opet Mobile Payment System.

Through **OPET Mobile Application**, our customers can see the closest OPET station and track the closest general campaigns, custom campaigns and the shopping they make. The application has an average of more than 7,000 active users daily.

» OPET Automation Systems

We conduct studies devoted to enhancing our customers' level of satisfaction through OPET Automation Systems in line with technological innovations and industry-specific expectations. In this automation systems, we offer our customers services they can benefit from 7 days 24 hours. We constitute systems that allow both our individual and corporate customers to check their fuel expenses. Thanks to automation systems, our customers can access utilities such as sales reports, limiting, reporting, device application, and invoice on the internet, thereby having full control over their fleets.

Through the **Otofile Fleet Management System**, our customers can learn and monitor information such as the location of the vehicles in the fleet, fuel details, location details, and usage

details for the vehicles on a single integrated page on our website.

Otobil practice allows company vehicles to fuel up at OPET stations automatically, without a receipt, without making a cash or credit card payment, and delivers the filling information to the customer electronically. Users can keep the expenses of their vehicles under check.

The **Fuel Card** practice allows companies to control the fuel consumption of their own vehicles, or those of their suppliers, contracted institutions buy their fuel at OPET and Sunpet stations, keep the fuel consumptions of their suppliers under control and benefit from special financial conditions.

With the **Prepaid Fuel Card** practice designed for our corporate customers, our customers can purchase fuel at OPET stations with cash-value cards and have self-invoices drawn up for them at certain periodical intervals. The number of corporate customers who use our automation systems continues to increase with each year.

Smart Filling Project ensures correct fuel purchases by introducing vehicle plates of OPET customers. In this project, customers can assign one type of product to their plates. The system gives a warning when a type of product different for that specific plate is filled, preventing incorrect filling. In Smart Filling System, over 7,3 million plates and products are paired, resulting in 56% decrease in incorrect filling complaints. In 2018, more than 10 million plates are processed to Smart Filling System in 2018, and 61% decrease is observed in incorrect filling complaints compared to 2017.

THE NUMBER OF CUSTOMERS	2016	2017	2018
OTOBIL	19,667	20,305	20,999
FUEL CARD	597	762	750
PREPAID FUEL CARD	193	219	223
TOTAL	20,457	21,286	21,972

DIGITALIZATION AT OPET

Our digital transformation approach is to reach out to customers with more customized services through pioneering applications in technology. Our management approach is to develop products and services in line with customer requirements by following global and sectoral trends closely. In addition to innovative products and services developed based on this approach, we actively evaluate our business processes as the requirements of digital transformation and actualize different practices.

We aim to carry forward the added value we created for our customers through mobile applications. We carry OPET experiences of our customers further thanks to smart campaigns and mobile applications we developed after getting closely acquainted with customers. We perform measurements for customer satisfaction at kiosks

in our stations, and facilitate OPET experiences of our customers through smart filling system and alternative payment methods. In the following periods, we aim to carry forward the customer satisfaction through digital practices we plan to apply in our stations and ultra markets.

In addition to applications developed for customers, we also actualize digital practices of our business processes. We carry Human Resources processes into the digital platform to more effectively follow and manage the process. We aim to execute projects to digitalize purchasing processes in the following reporting period. We manage our dealer processes using our portal, enabling them to track operational information through a web / cell phone application.

Corporate Memory Method

We aim to carry out processes and archiving studies of electronic documents of many units at OPET. The analysis studies of this project which we agreed to carry out with M-Files application have started in February, 2018. In this system, almost 1,000 official documents consisting of Otobil - Otofilo device and Fuel Card activities belonging new corporate customers added every month from every region of Turkey are submitted; device and/or card deliveries are tracked following the completion of the agreement approvals. This process starts when sales coordinators add customer documents in a mobile media and advances when regional directors ask for revision or approve orders & discounts. At the end of the process, customers are automatically recorded onto our "SAP ERP" system following the digital storage of all documents.

Digitalization Project Examples

Paperless Office Project (M-Files): Paperless Office Project aims to make use of human resources more actively by accelerating the operational processes including the delivery, agreement, ordering and submission of the documents of Corporate Customers and to manage time more effectively by eliminating repetitions. Moreover, this project supports environmental awareness.

Fuel Card Debit Note / Mobile Signature Project: Our service we actualized in line with digital transformation is to put into process the Fuel Card Debit Note using mobile signature. Thanks to Mobile Signature we put into process via Opet Dealer Portal, we will be able to save time, workforce and costs, decrease cargo expenses, contribute to the environment with the target of paperless office, and at the same time, eliminate any communicational issues that emerge.

Project on Current Account Reconciliation and Current Account Abstract at Digital Platform: In line with the digitalization emerged due to Industry 4.0, Current Account Reconciliation, Form BA/BS Reconciliation and Current Account Abstract which are carried out frequently with Otobil customers are carried to digital platform and can be accessed using www.opet.com.tr/otobil. Thus, we now have the change to reconcile current account proactively at a digital platform. Moreover, we not only saved time and workforce but also minimized paper and cargo expenses.



Awards

Awarded with "Smart Campaign Suggestion System" in the category of "Best use of data in a marketing program" at DataIQ Awards'18 organized in cooperation with Tani A.Ş.

OPET gained an award in innovation category with its Smart Filling System from CX Club Customer Services and Experiences Platform.

OPET Safety of Information Governance and Compatibility Platform's BASAT application is awarded with "2018 Best IT Governance of the Year" in IDC CIO awards.



ENVIRONMENTAL MANAGEMENT

At OPET, we endeavor to minimize the environmental impact generated by our operations through environmental management practices encompassing all the stages of our value chain within our wide operational geography. We carry out our operations with an awareness of our responsibility in combatting climate change.

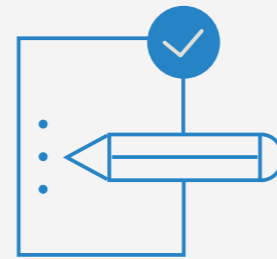


We fully abide by environmental laws and regulations. We develop projects to constantly decrease our carbon footprint under the heading of energy management. We actualize an approach that prevents the generation of wastes and wastewaters at the source through our waste management practices, we develop practices to eliminate waste and wastewater at its source. We ensure the popularization of environmental awareness throughout our value chain with environmental trainings devoted to our extended stakeholder network. We aim to popularize our environmental approach and the achievements we made through practices we developed based on this approach in our value chain.

OPET HEALTH, SAFETY AND ENVIRONMENT POLICY

OPET Petrolcülük A.Ş. (OPET); aims to effectively manage all of its operations in terms of Health, Safety and Environment (HSE) with a view to promoting the good of its employees, stakeholders, subcontractors and society.

Accordingly, to achieve our objective we, as OPET, commit;



OUR POLICY

To be sensitive primarily towards human health, job safety and environment in our operations,

CONTINUOUS IMPROVEMENT

To follow up on the goals we set and periodically assess them in order to maintain continuous improvement regarding HSE, provide trainings to our employees and subcontractors, and conduct appropriate studies based on their feedbacks and suggestions.

COMPLIANCE WITH REGULATIONS

To fully comply with existing regulations, relevant standards, and other conditions,

ENVIRONMENTAL MANAGEMENT

To make efficient use of energy and natural resources, monitor emissions, and recycle wastes in order to minimize our environmental impact, to evaluate the life cycle approach effectively, to support sustainability, to provide necessary resources such as human, finance, technology etc.

EMERGENCY MANAGEMENT

To fully comply with existing regulations, relevant standards, and other conditions,

APPROPRIATE WORKING CONDITIONS

To provide the appropriate working conditions in conformance with HSE standards in order to protect our employees' health,

LEADERSHIP AND LOYALTY

To make sure that our senior management will pioneer in the implementation of the corporate HSE policy and that our employees and shareholders will also remain loyal to this policy,

MANAGEMENT OF RISKS AND OPPORTUNITIES WITH A PREVENTIVE APPROACH

To constantly evaluate health, safety and environmental risks and opportunities that might arise in the course of our operations and minimize such risks by taking the relevant preventive measures

CLIMATE CHANGE AND ENERGY MANAGEMENT



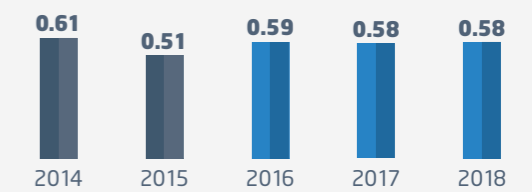
In line with our climate change approach, we reduce our energy consumption and carbon emission in production and office processes with the right infrastructural investments, we manage our energy consumption and emission values with concrete targets, we ensure the improvement of our performance in this area through internal and external audit practices. We focus on energy efficiency and emission reduction with studies we conduct in this regard, and look for ways to constantly reduce our environmental impact. We act with the awareness the way we increase the value of our achievements we obtained is to popularize them within our value chain incumbent responsibilities with regards to combating climate change, we constantly reduce our carbon footprint through energy efficiency and emission mitigation-oriented works. We raise awareness of our stakeholders by offering environmental trainings.

We conduct periodical emission measurements at all our facilities, we calculate and report greenhouse gas (GHG) emissions, as well as other airborne emissions of ozone-depleting substances such as NOX, SOX and POP. In the reporting period, emission measurements were conducted at our Marmara, Mersin, Körfez, and Giresun terminals, no non-compliances were detected in the values measured at any of our facilities. In addition to

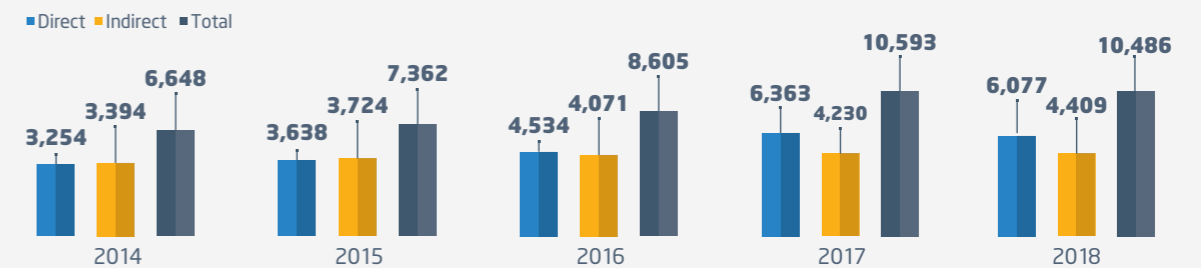
all these works, the Greenhouse Gas Emission Verification practice was also continued in line with ISO 14064 standard. Emission mitigation was ensured by switching to the bottom filling system in order to reduce Volatile Organic Vapor emissions.

In consequence of the inverter and air conditioner investments, LED armatures and energy efficient LED lighting transformations we conducted in 2016 and 2017, we have achieved 1,301.57 GJ of energy savings in two years. In 2018, Körfez Terminal surrounding lighting system, filling room lightings, tank field lightings and indoor area lightings were transformed into LEDs. 4 drivers were mounted in order to transform surrounding lighting system of Mersin Terminal into LED and to control motorin pumps in the new pumping room of Körfez Terminal. In line with these practices, we have saved 674.64 GJ energy obtained in 2018. As a result of the energy efficiency works that were carried out, 171.35 ton CO₂e of greenhouse gas emission was prevented in 2016, 1.49 ton CO₂e in 2017, and 89.58 ton CO₂e in 2018; summing up to 262.42 ton CO₂e.

AVERAGE ENERGY CONSUMPTION PER PRODUCT HANDLED (kWh/ton)

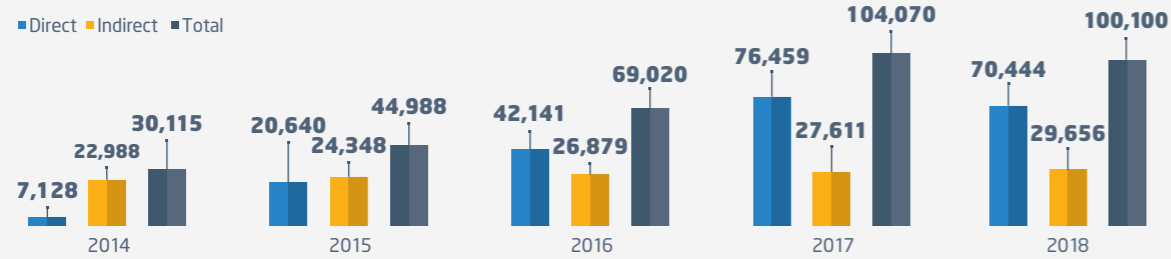


DIRECT AND INDIRECT ENERGY USE (TON Co₂e)*



* The carbon emission values included within the scope of the report, which are detailed in the Independent Auditor's Report, have been affirmed by an international independent audit institution with sufficient assurance. The approval process of data for 2018 is ongoing.

DIRECT AND INDIRECT GREENHOUSE GAS EMISSION VALUES (GJ/YEAR)



WASTE MANAGEMENT



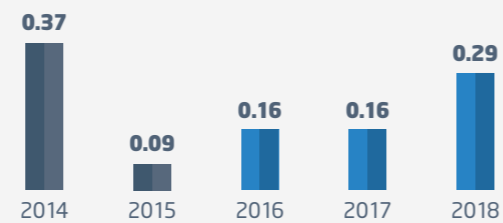
We implement practices that will prevent the generation of wastes and wastewaters caused by our operations at the source with an aim to constantly reduce our natural resource consumption, as well as the amount of waste we generate. We conduct studies to manage wastes generated by office operations, and the periodical maintenance of dealers; we constantly improve our performance by allocating a substantial budget to these practices every year.

We implement practices to increase the recycling rate of the hazardous and nonhazardous wastes generated in result of our terminal operations, we constantly reduce the average amount of waste per product handled. In this context, the recycling rates of nonhazardous wastes are 91.7% - 99.4% and 93.2% for 2016 - 2017 and 2018, respectively.

In the same period, we have ensured the recycling of 98.6% - 83.9% and 85.1% of the hazardous wastes generated.

We carry out works under the headings of management of natural resource consumption and wastes and wastewaters at our facilities, management of wastes generated by office operations, and management of wastes caused by the periodical maintenance of dealers and terminals; we constantly improve our performance by allocating a substantial budget to these practices every year.

AMOUNT OF WASTE GENERATED PER PRODUCT HANDLED (kg/ton)



In the reporting period, Tanks 315 and 316 at our Körfez Terminal obtained Biodiesel license. Ground concretes are renewed in the facility and the risk of soil pollution is reduced. Infrastructure lines and treatment infrastructure are renewed. In addition, we increase awareness through trainings conducted periodically in all terminals. We carried out improvement operations to prevent mixture of rain water with oily water at facilities A and B of Mersin Terminal. The amount of oily water accumulated in separators due to our studies are reduced.

We ensure the reuse of the wastewaters generated by operations through recycling systems we have installed at our terminals, we consistently increase our wastewater recycling rates. We ensure the use of discharge water as fire and field wash water and continuously improve our performance in this area. There are no water resources that significantly impacted from our operations (in regards to quantity and biodiversity). In the reporting period, the volume of recycled and reused water in our terminal operations was 46,650 m³ in 2016, 18,876 m³ in 2017 and 19,294 m³ in 2018.

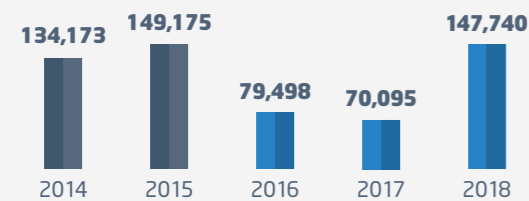
We treat the wastewaters generated by our terminal operations at the household and industrial treatment facilities in our facilities and we discharge them at values conforming to legal

regulations, we fully comply with environmental legislation. The industrial wastewaters at our Mersin Terminal are discharged to Karaduvar District sewage, waters treated at the household and industrial treatment facilities at our Giresun Terminal to Yağlıdere Creek, wastewaters at our Körfez Terminal to Körfez Mevkii sewage, and wastewaters at our Marmara Terminal are discharged to Kamara Creek.

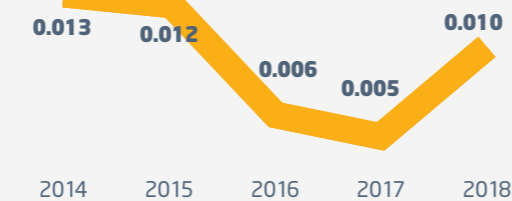
Advanced treatment system necessary to feed recycled water discharging from the industrial wastewater treatment facility was established. The establishment of the pilot facility for the "Development of Zero Discharge Approach Treatment Technologies for the Recovery of Wastewaters Generated at Fuel Storage Facilities" project, developed with the financial support of TÜBİTAK TEYDEB and under the coordination of Istanbul Technical University, was completed and the facility was engaged.

We participate in "Koç Group Recycling Project", which was engaged by Koç Group in all Group companies within the scope of its Global Recycling Network membership, we collect nonhazardous wastes generated by our office operations and ensure their recycling. As part of the project, which aims to raise recycling awareness among Group employees, paper, glass, metal, and plastic wastes are collected at a common standard and recycled.

AMOUNT OF WASTEWATER AT OUR TERMINALS (m³)



WASTEWATER GENERATED BY HANDLED PRODUCT (m³/ton)



AMOUNT OF WASTE SENT TO RECYCLING (TON)

	2012	2013	2014	2015	2016	2017	2018
Household Glass Waste	4.42	3.96	2.1	3.96	2.64	1.2	1.37
Paper Waste	33	40.6	20.08	34.36	32.87	34.11	30.41
Metal Waste	14.26	156.98	349.98	113.89	230.32	298.19	350.879
Plastic Waste	5.9	8.54	4	5.18	4.52	8.06	5.12
TOTAL	57.57	210.07	376.16	157.39	270.35	341.57	387.79

» Works to ensure Environmental Safety

To ensure environmental safety, which is of vital importance for the continuity of our business, is one of our material aspects. We actualize a series of application, training and auditing practices to ensure environmental safety. In light of the specific characteristics of our sector and operations, we take necessary safety measures at all our facilities, we closely monitor risks that might arise by means of our strong technological infrastructure. We provide trainings in the issues of health, safety, environment, and security for our employees working at our terminals and other stakeholders who enter the operation field, we carry out applications regarding our emergency plans prepared against fire, leaks, and eruptions that might occur on land or sea and other emergencies.

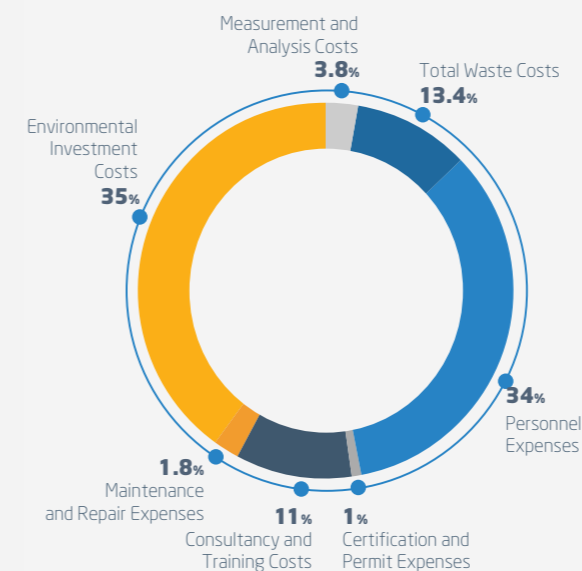
In the reporting period, our employees received 39,932 man*hours, while contractor employees received 28,793 hours of HSE-S training, making total of 68,725 hours of training.

» Environmental Investments

We take all the necessary precautions in our facilities in the light of custom qualifications of our sector and operations, and closely track the risks that may emerge through robust technological infrastructure in our facilities.

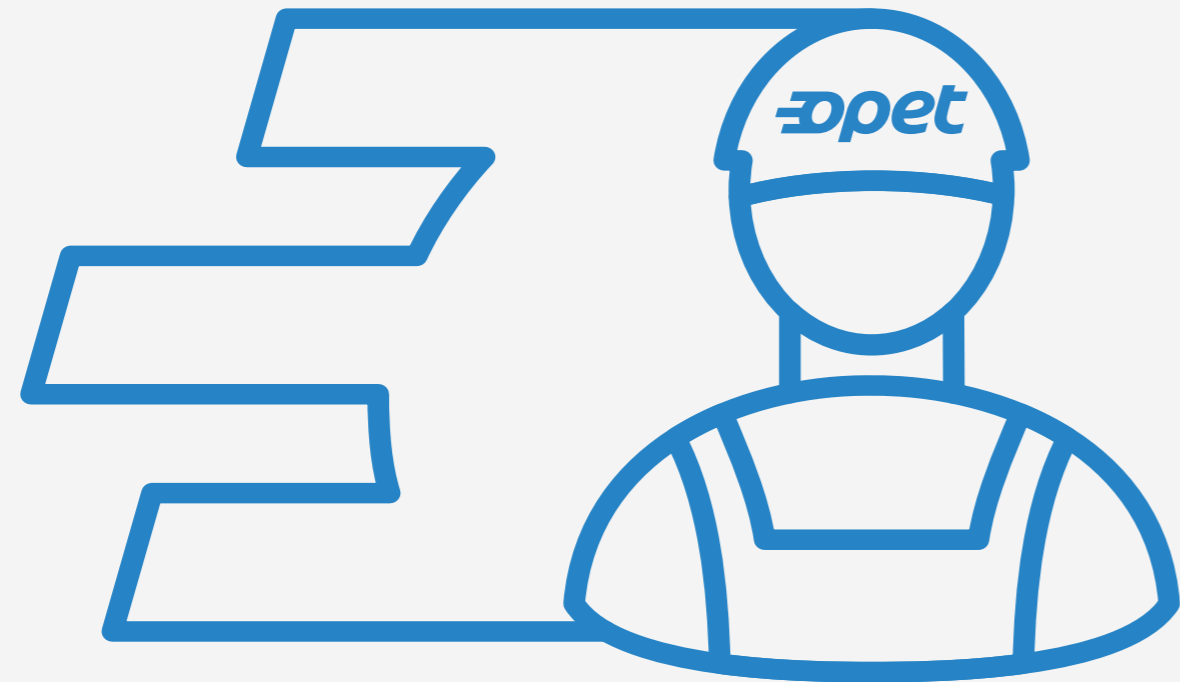
The environmental protection expenditures and investments we made in the reporting period were realized in the amount of 13,256,653 TL with a 33% increase as against the previous two-year period, their breakdown by subject is as follows:

ENVIRONMENTAL INVESTMENTS



EMPLOYEE RIGHTS AND WORKING LIFE

At OPET, we offer a fair, healthy and safe business environment in which constant development is encouraged. It is one of our key material aspects to get together qualified, creative, innovative employees who share the common values and believe in teamwork.



We act with an anti-discriminatory approach in all our human resources practices, we base our recruitment, remuneration, and promotion processes solely on merit. We identify aspects of our employees and organization that are open to development through efficient performance evaluation practices, we accompany our employees through training and development programs we constitute. We enable our employees reach current information through the efficient communication mechanisms we form and encourage the participation of our internal stakeholders in decision-making processes and our social practices.

We ensure health and safety of our employees through exemplary occupational health and safety practices we conduct in our sector. We act according to the principle of being a preferred work place in all of our human resources practices.

FAIR WORK PLACE

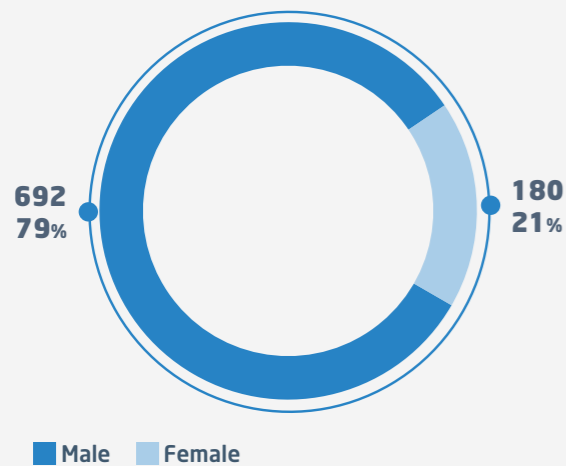


It is one of our key targets to provide a fair workplace, respecting human and employee rights, for our employees. In line with our corporate culture, we respect differences in gender, language, religion, ethnic origin, and age, we guarantee nondiscrimination in all our human resources processes through the measures we adopt. We create an attractive workplace both for our current and potential employees through fair remuneration practices, extensive vested benefits beyond legal obligations, and support services.

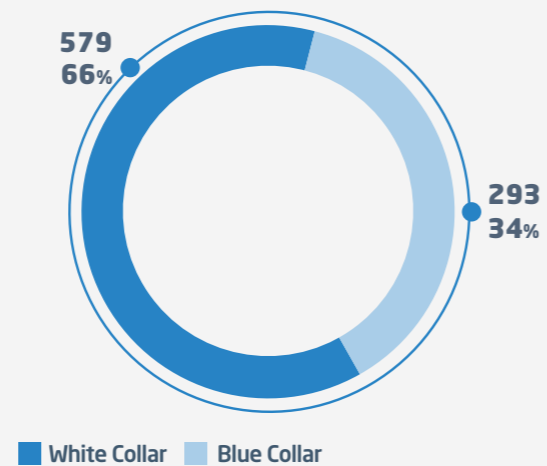
We act with the awareness of our responsibilities regarding human rights. We accept the responsibilities and liabilities arising from the United Nations Global Compact, of which Koç Group is a signatory. In this regard, we do not tolerate child labor and forced or compulsory labor neither in our own operations nor in the operations of subcontractor and contractor companies we work with, we take the necessary measures against them. In the reporting period, we did not receive any complaints regarding these issues.

We adopt the "equal pay for equal work" approach, we determine our employees' wages in line with job ranks we form according to the substantiality of the jobs and with individual performance results.

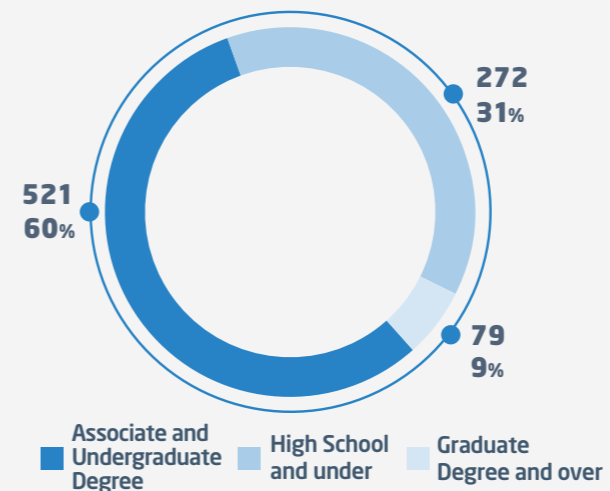
EMPLOYEE BREAKDOWN BY GENDER (NUMBER-%)



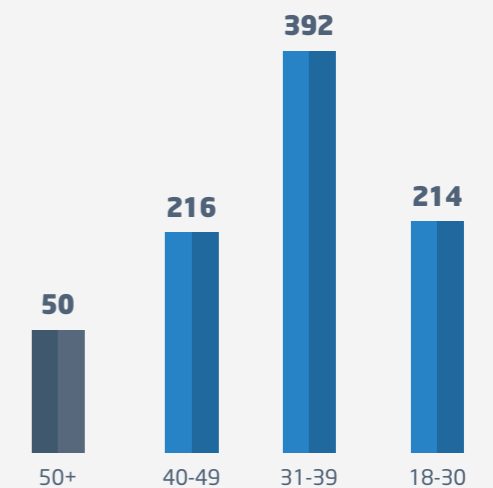
EMPLOYEE BREAKDOWN BY STATUS (NUMBER-%)



EMPLOYEE BREAKDOWN BY EDUCATION LEVEL (NUMBER-%)



EMPLOYEE BREAKDOWN BY AGE GROUP (NUMBER)



* These figures are valid for 2015 yearend.

As in remuneration, we also act in accordance with performance management system results in promotion practices, ensuring that merit is taken as basis. We support our fair remuneration policies and practices with extensive vested benefits; we ensure that our employees benefit from rights such as Koç Holding Pension and Support Fund membership, private health insurance, seniority awards, marriage, birth, and death supports, Koç Ailem membership, and vehicle and mobile phone depending on duties and job description. Our employees and their families can also benefit from group health insurance through Koç Holding Pension and Support Fund, which was founded in 1967 for Koç Group employees to be able to evaluate their savings and to create an added assurance for their retirement years. As of the end of the reporting period, there are 853 active members in the fund.

As a side benefit, our employees and their first-degree relatives can receive over the phone, online, and face-to-face psychological guidance, medical and general information services, as well as legal and financial consultancy services through "OPET Employee Support Line", which was formed in 2012 and is available 24/7.



The rate of return and retention of female employees in the reporting period after parental leave

in 2016 **22.22%**
in 2017 **50%**
in 2018 **100%**





At OPET, we support occupational trainings of high school and university students.

95 high school, **39** university students in 2016;
90 high school, **42** university students in 2017;
and **54** university, **89** high school students
in 2018 were able to work as interns at OPET
operations.

CAREER AT OPET



We benefit from the results we obtained through performance management system practice in career planning of our employees. We support occupational and personal developments of our employees through our tailor-made training and development practices we prepare. We encourage active participation of our employees to career planning processes.

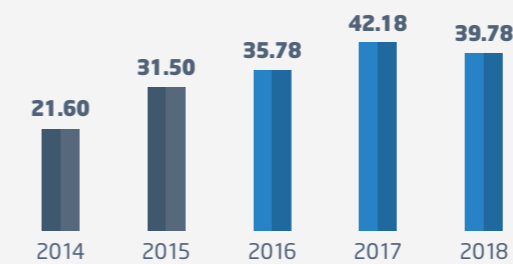
We ensure the dissemination of our strategic targets we set throughout all the levels of our organization through target cards, we monitor individual and corporate performance throughout the year by means of performance parameters. We share the results of the performance evaluation processes we conduct with our employees; we evaluate them as the primary input for the improvement of development plans and the identification of potentials. In the reporting period, all office employees are subjected to performance evaluation process.

We offer various in-house and external training opportunities to our employees from the day they start working. We provide our employees with the technical equipment befitting the requirements of the position they will take office through trainings we provide upon recruitment; we continue their development programs throughout their careers at OPET with trainings designed in line with their professional and personal needs and career plans.

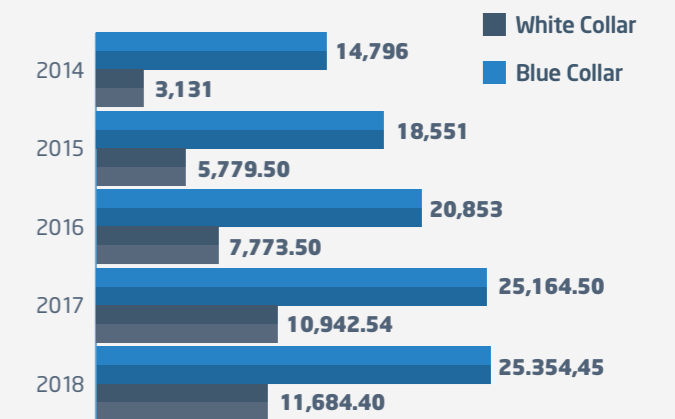
All the trainings we offer to our employees have been specially designed for our corporation and they include trainings that will improve the behavioral skills of our employees, in addition to occupational trainings.

Strategic Human Resources Planning, we constitute development programs devoted to the leaders of the future. All these works form 'OPET Annual Training and Development Plans'. Every year, we allocate a significant budget for training and development activities and we ensure the generalization of gains across the organization through experience sharing. Besides training programs, we also encourage our employees to participate in innovative, creative organizations that will improve their perspective such as fairs and congresses compatible with their areas of interest. We provide material support for employees who pursue graduate degrees as part of their career plans.

DEVELOPMENT HOURS PER EMPLOYEE



TOTAL TRAINING HOURS BY EMPLOYMENT TIME (PERSON*HOUR)



Prominent Training Programs at OPET in the reporting period:

Name of the Program	Program Objective	Target Audience
Creators of Future Program	To enable the development of management, leadership, communication and self-awareness abilities of our employees	Office employees
Positive Leadership Workshop for Employee Engagement	To help all employees participate in the process pioneered by leaders in order to increase employee engagement	Mid-level executives
Personal Coaching Program	To develop coaching abilities of senior management team and to have a better superior – subordinate relationship	Senior management
Explore Your Power – Explore Yourself Program and Explore Your Team Program	To support individuals to have new perspectives in order to make positive changes and to obtain effective and correct results	Field employees
Innovation Training	To design new products and services for offering smart solutions to the problems of customers, to test the new ideas on site, to explore whether these ideas can be actualized at a desired level, and afterwards, to actualize these ideas	Innovation team
Koç LEAD Programs	To develop the leadership abilities of Koç Group employees	Office employees
English Language Training	To improve English language competencies of employees	Office employees
Competition Law	To inform employees about the Competition Law and to make them act in accordance with this Competition Law throughout their work flows	Office employees
Star Cluster Training	To enable inter-department synchronization, to strengthen domestic communication, motivation and team spirit	Office employees
Things we are Unaware of while Working Seminar	To inform our employees about psychological dynamics that are on the spot at every moment of our lives, we are not even aware of	Office employees
You are our Strength – Active Team Leader Program	To improve coaching and leadership abilities of our executives, to support their competency in making up and managing effective teams; these trainings are backed up with tracking workshops.	Mid-level executives
You are our Strength – Habits of Effective People Program	To enable the development of management, leadership, communication and self-awareness abilities of our employees; in this regard, employees who have other employees who report to them are supported with “manager,” while other employees are supported with “signature” version.	Office employees
You are our Strength – Awareness of ‘We’ Program	To develop the communication, professional approach, self-awareness and team-mateness abilities of our employees; the trainings are backed up with tracking workshops.	Field employees
Now it’s your Turn Program	We provided a catalogue consisting of 7 trainings out of which employees are able to choose in order to improve their personal skills and raise their awareness and engagement, and combine classes are formed to increase internal communication in the company (Trainings: Mindfulness, Negotiation, Negotiation at Sales, Inner Motivation, Hostmanship, Manage Communication Yourself through Personal Brand Management, 6 TED Videos, 6 Life Doctrines)	All office employees
Safe Driving Training	We provided safe driving trainings to all requestor employees in order to emphasize the importance we attach to the safety of our employees.	Field and office employees
Prince2 Foundation Certification Training	We supported our employees with certification to develop their project management skills in line with new projects.	Office employees

EMPLOYEE ENGAGEMENT



We encourage stakeholder engagement, which is one of our primary sustainability principles, starting with our internal stakeholders. In this regard, we establish communication mechanism through which our employees can submit their suggestions, demands and complaints regarding working conditions, company policies and practices; this enables all employees to participate in decision-making processes. In the light of feedbacks we receive from our employees, we endeavor to be a more creative and innovative work place, and ensure the sustainability of our work.

We ensure both the transparent and efficient information of our employees regarding corporate activities, and that our employees establish an effective communication network among themselves through our communication channels that we constantly improve in line with new technologies and employee suggestions.

Opetliyiz.biz portal that forms the basis of our employee participation practice, is characterized as an infrastructure where our suggestion system is hosted, besides being a platform for communication and sharing among employees. In this portal, employee suggestions are voted by other employees to identify key common suggestions and improvement areas. While the portal serves to make in-company announcements, we also carry out periodically organized polls.

At OPET, in 2016, we received 177 suggestions from our employees through the suggestion system and implemented 82% of them. In 2017, the number of suggestions we received from our employees was 126, 96% of which were realized, and in 2018, 77% of the suggestions were put into practice. According to this suggestion system, a parachuter-type belt system is suggested in Mersin Terminal for employees who climb onto the wagons for discharging purposes. This suggestion which was offered by HSE Board was put into practice. Moreover, it is suggested that grid channels that are out of use in the filling area shall be cancelled; this suggestion was put into use after an evaluation process, and vehicle entrances and exits are now safe.



In Marmara Terminal, the suggestion which was put into practice was to put convex mirrors to prevent any risk of accident as vehicles that come and go cannot see each other due to LNG tank and the fire school in the raw oil discharge zone. In order to minimize the radiant heat effect that may occur in the terminal due to possible fire in the neighboring facility, a water seal is constructed on the bordering wall situated on the group 130. Following a suggestion offered by the employees of Körfez Terminal, an emergency stop button that shuts down electricity is placed in the laboratory in case of an emergency. Moreover, the necessary actions are taken following the suggestion of hanging tube color scale on the work zone in case of any danger caused by wrongly connected tubes. Besides, a stopper and a remote operating barrier were constructed in the personnel parking lot.

We both enable our employees to convey their suggestions and complaints directly to their interlocutors and ensure the transmission of corporate policies and strategies through face-to-face communication by means of practices that bring together our employees and managers. In this regard, while we continued our Communication Meetings and Annual Evaluation Meetings practices in the reporting period, we have actualized "Break at Work, Sharing at Work" meetings in 2015. With this activity, all our Headquarters personnel are informed regarding developments within our company, while our employees have the opportunity to share their views and suggestions directly with the Senior Management and/or process owners at every meeting.

We regard our employee engagement survey, which is a significant human resources management tool, also as an important employee communication mechanism; we evaluate survey results, which include the expectations of our employees and their evaluations about the company, as significant inputs for improvements about human resources processes. We submit the results of the study, which we carry out annually through the agency of an independent consultancy firm, in the form of an online survey without revealing the identity of any employee. In line with the survey carried out in the reporting period, employee engagement is 52% in 2016, 63% in 2017 and 65.5% in 2018.

EMPLOYEE HEALTH AND SAFETY



At OPET, providing our employees with a healthy and safe working environment is among our primary sustainability priorities. In this regard, we design effective OHS practices in line with legal necessities and international health and safety standards, we materialize improvements by listening to our employees' suggestions and we constantly strive to enhance our performance in this field.

In line with OHSAS 18001 Occupational Health and Safety Management System, which we implement at all our terminals, we identify the health and safety works to be actualized throughout the year, we ensure the periodical evaluation of the efficiency of the system through Management Revision Meetings attended by the General Manager and other executives.

In line with OHSAS 18001 system, we listen to our internal stakeholders' advices regarding OHS issues, we implement those deemed appropriate subsequent to the evaluations we perform. We obtain our employees' feedbacks about working conditions, employee health, and environmental safety through Occupational Health and Safety Committees that convene every three months at our Headquarters and monthly at our terminals. In line with these meetings, we acquire the most valuable inputs for our improvement works in this field. As of 2018 yearend, there are five active Occupational Health and Safety Committees within the body of OPET with a total of 82 members, including 18 employee representatives who represent all of our workforce.

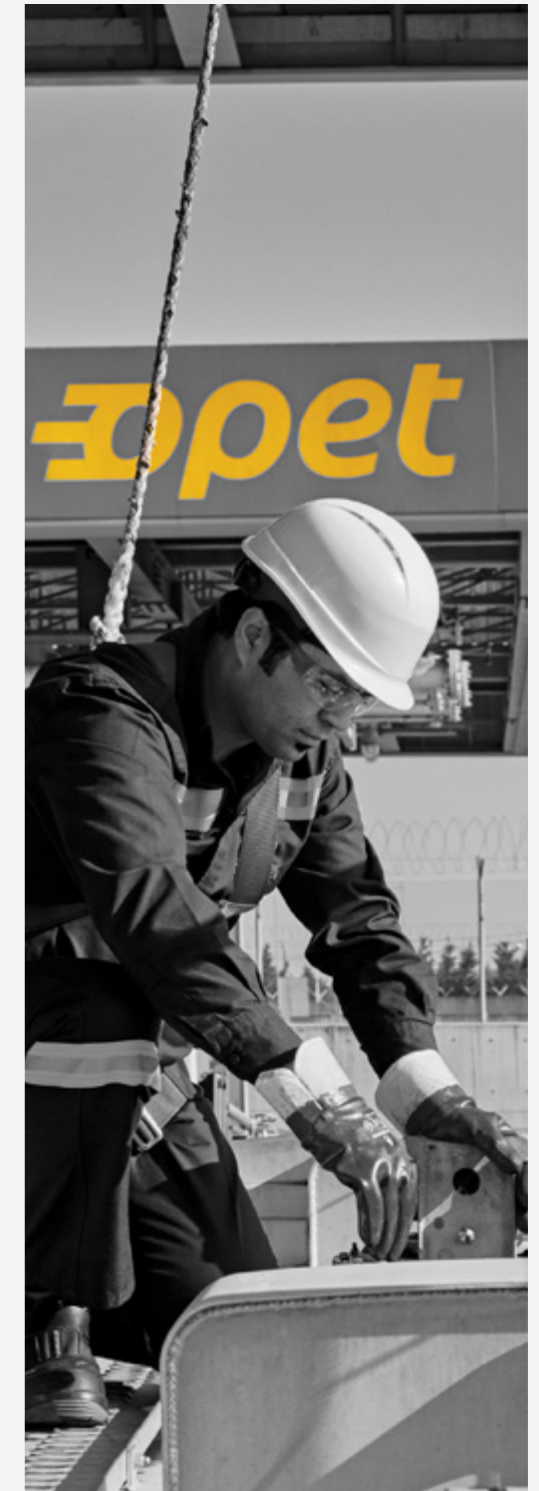
We support our occupational health and safety works with trainings we provide to our employees and subcontractor employees, we make an effort for our approach in this area to be generalized throughout, our value chain. In 2016 we have provided 434 employees with 9,010 person*hour, in 2017, 425 employees with 11,839 person*hour, and in 2018, employees with 7,394 person*hour

of occupational health and safety training. Also in 2018, we have offered 7,724.5 person*hour of OHS training to subcontractor employees.

We subject our employees to periodical health controls throughout their employment, starting with their recruitment. We offer flu vaccine and some complementary examinations such as visual tests every year in our central office and terminals. All employees are able to consult to on-site doctors and health officers when in need. In addition to these practices, our employees and first-degree relatives can get medical consultancy and psychological support from Employee Support Service, operating 24-7.

We aim to offer a healthy life not only to our employees but also to their families. They can also benefit from the private health insurance practice provided to our employees in return for agreed prices, employees who are members of Koç Pension and Support Fund Foundation can benefit from a second health insurance through this program.

In 2018, we provided **7,394** person*hour occupational health and safety trainings for our employees.



WORK - LIFE BALANCE



We believe that employees who make efficient use of their time outside of the workplace and who realize themselves also perform better. In accordance, we support our employees on a corporate level for them to lead a healthy and happy personal life. We provide the necessary organizational and infrastructural conditions for our employees to achieve balance between their working lives and personal lives, we aim to strengthen the social bond among them through social and sportive activities we organize outside of work.

OPET SOCIAL ACTIVITY TEAMS (SET)

Theater	Swimming
Dance	Basketball
Turkish Classical Music Ensemble	Football
Cookery	Tennis
Sailing	Bowling
Photography	Extreme Sports
Outdoor Sports	

Social activity teams (SET), which were formed in 2010 under the responsibility and with the active participation of our employees, continued their activities in the reporting period. Our employees can join many teams of different areas and socialize outside work through social activity teams made to help them establish a better work - life balance.

Our sports teams represented our company by achieving both in Koç Group Sports Festivals and in corporate tournaments. In 2016, our teams won 3 cups, 3 gold and 2 silver medals in Koç Group Sports Festivals. Our Outdoor Sports Club organized 4 tracking events in 2016, enabling team members to be in touch with nature. In 2017, this club achieved many victories both in Koç Group Sports Festivals and corporate tournaments. Our teams won 4 cups, 3 gold, 3 silver and 2 bronze medals in Koç Group Sports Festivals. Our sports teams represented our company in 2018 by achieving many victories both in Koç Group Sports Festival and corporate tournaments. Our teams won 4 cups, 4 gold, 5 silver and 5 bronze medals in Koç Group Sports Festivals.

We aimed to raise awareness of OPET employees regarding healthy nutrition and to increase their quality of life by taking actions in office through "Healthy Life at Work" Project we initiated in 2016. In line with this project, we emphasize the importance of healthy life by giving messages such as "Healthy and Balanced Food Choices help you stay Fit" and "1 step 1.5 calorie! How many till your desk?" We also inform employees about healthy eating with the help of a dietitian.



MESSAGE FROM THE FOUNDING BOARD MEMBER, **NURTEN ÖZTÜRK**

Esteemed stakeholders,

In our fifth sustainability report in which we exhibit the sustainability approach and performance of OPET, we extend the information of our corporate social responsibility projects characterized by OPET in detail to the opinions of our stakeholders.

As a company that first comes to mind in social responsibility, we do not compromise of accuracy and solicitude we exhibit while establishing our business strategies, while we plan our social responsibility projects as well. At OPET, we produce long-term projects that "live" based on multiple stakeholder engagement, that are remedies for social problems; and we actively engage in all steps of application of these projects. In return, OPET ranks not only among the leading players of oil sector but also among lovemarks of our country. We endeavor to have all of our social responsibility projects embrace our corporate values and priorities. We have reached more than 20 million individuals through Clean Toilet, Green Road, Exemplary Village, Respect for History, Traffic Detectives and Women's Power Projects and their sub-applications. We carried our endeavor to create a clean and healthy society beyond our stations through Clean Toilet Campaign, which is our first social responsibility project. We shared our know-how to various stakeholders, primarily public institutions and schools, we were invited from abroad to share our experiences. Since the beginning of Clean Toilet Project, we provided more than 10 million individuals with hygiene trainings thanks to OPET Training Team. Our endeavors and know-how were appreciated by public institutions as well and OPET's clean toilet standards became a reference in the identification of TSE (Turkish Standards Institution) standards. Our project received many awards.

With Green Road Project we initiated in 2004, we afforested the surroundings of our stations and the public areas, organized training activities to raise environmental awareness in the society.

In line with this project, we have planted about 800,000 plants to the surroundings of our stations, parks, boulevards and other public areas.

With our Exemplary Village Project, we identify and rehabilitate villages with high tourism potential and with a historical fabric and natural beauties; and we contribute to the local development through trainings and infrastructure supports we offer to local people. In the reporting period, we carried out studies in Dara, Yesemek, Pazarköy, Saklıkent, Üçağız and İncesu villages and contributed to national tourism and economy. We continue our projects with a target of one exemplary village in every city.

In Respect for History Project which is a regional development and rehabilitation project carried out in Gallipoli Peninsula that has a crucial role in national history, we carried out projects that would increase the quality of life of local people in addition to practices that would reveal the touristic potential of the region. We have transformed Tefikiye Village into an Archo-Village which is first in the world during 2018 the International Year of Troy, and achieved crucial development at village scale.

With Traffic Detectives Project, we aimed to provide a permanent solution to traffic problem which is among the key issues of our country. In the reporting period, we also continued to provide children and young people with traffic safety trainings. We exceeded the target of 'trainings to 1,5 million students in 3 years' we designated at the beginning of the project, and trained over 5 million children. Our project received various awards.

At OPET, we continue to add value to our country through social responsibility projects we conduct with love and self-sacrifice. Hereby, I would like to extend my sincere thanks once again to our employees and Flawlessness Envoys who did not withhold their efforts, to local managements we worked together, to our customers, dealers, and all other stakeholders.



SOCIAL DEVELOPMENT

At OPET, we have been conducting projects that create value since the day of our foundation. As a completely local capital company, we are proud to be the first company to come to mind in social responsibility in Turkey.



We offer permanent solutions to the problems of our society through activities we call as Conscious Social Projects, execute our projects based on multiple stakeholder participation. We make our projects sustainable by establishing cooperation with local managements, local people and other stakeholders in all our operations. We do not limit our flawless service target only to commercial activities, but also act with the same perfectionist approach and sacrifice in all of our social responsibility projects. Besides projects we design ourselves, we also provide support for social projects carried out by Koç Group.

CLEAN TOILET CAMPAIGN



'A Clean Toilet, a Healthy Society'

We have been carrying out studies in Turkey to raise awareness on hygiene for 19 years through Clean Toilet Campaign which is the first social responsibility project. We expanded our project we initiated to carry forward the hygiene and cleanliness of our stations to encompass other public areas, primarily the schools.

We have reached over 10 million people with this project initiated in 2000 with an aim to create a social awareness and transformation in regards to toilet and hygiene. Over 30 million printed materials, brochures and booklets are distributed in this project, cartoons are prepared for children and adults. Following the international attempts of the project, we offered trainings on hygiene and the importance of clean toilets to thousands of people in schools in Mecca, Riyadh and Jeddah in Saudi Arabia and in Skopje in Macedonia. Our personnel at OPET oil stations receive constant trainings, each of our stations must include a toilet for the disabled individuals. The concept of "Clean Toilet" is now identified with OPET brand. OPET succeeded in making this conversion permanent which is being executed to popularize clean and hygienic toilets starting from its stations, and has undergone a significant change that becomes socially wide.

Historical Development of Clean Toilet Campaign

- In 2003, "My Clean School Project" was put into use in all schools of Istanbul Provincial Directorate of National Education, the schools in all districts were audited by OPET Honorary Inspectors and OPET training teams. Schools that ranked top three received awards.
- In 2009, Clean Toilet Campaign turned into "To Love is to Protect" project due to epidemic swine flu. All OPET stations and all schools that underwent training received protection through Bioshield disinfection practices.
- In 2009, "Drinkable Water, Accessible Toilet" campaign was initiated in cooperation with Malatya Provincial Directorate of National Education. 4,000 teachers and many students in Malatya received trainings regarding Clean Toilet Campaign.

- OPET conveyed all its experiences gained through Clean Toilet Campaign to Turkish State Railways (TCDD). In 2010, this project was applied to terminals, stations and trains of the State Railways of the Republic of Turkey.
- In 2011, OPET raised awareness for cleanliness of students and teachers in first grades, nursery schools and day care centers through a social responsibility project for clean toilet, hygiene and water saving executed in cooperation with SASKI, Sakarya General Directorate of Water and Sewerage Administration.
- In 2010, Clean Toilet Campaign trainings were organized after the invitation of Amasya Provincial Directorate of National Education and 2,000 teachers received these trainings. In 2011, 1,500 teachers and many students in Nizip and Islahiye districts of Gaziantep received trainings on toilet cleanliness and hygiene. In 2011, 2,000 teachers from surrounding schools participated in trainings on clean toilets and hygiene organized after the invitation of Şanlıurfa Provincial Directorate of National Education.
- In 2012, new standards identified for public toilets with the cooperation of OPET and TSE (Turkish Standards Institution) became obligatory in all toilets including office and restaurant toilets with a practice initiated by the Ministry of Interior.
- In 2012, the project became international and contributed to the introduction of Turkey. In May 2012, 4,800 teachers and students from Mecca, Medina, Jeddah and Riyadh received trainings following the invitation from Saudi Arabia. In 2013, the second station of Clean Toilet Campaign has become Macedonia. Clean Toilet and Hygiene trainings were organized in Tefeyüz Primary School which is one of the oldest Turkish schools in the Balkans and has been giving education in Turkish language since 1884 with the participation of 750 students and 60 teachers.
- In 2015, with the project "Foamy Hands Happy Faces" organized with Silivri Directorate of National Economy, all teachers and students received training. In Gaziantep, all teachers, school personnel and students received trainings on cleanliness and hygiene with the project "Clean School Healthy Future."
- In 2016, we organized seminars in Tofaş Bursa facility to share OPET's experience in Clean Toilet Campaign with Tofaş. Clean Toilet trailer trucks which operate all around Turkey due to dense use of OPET stations during travels for summer holidays supplied materials to make toilets at OPET stations more hygienic. We distributed informative brochures and cleanliness kits that explain 'cleanliness and hygiene' to OPET customers at the stations.



GREEN ROAD PROJECT



'We make Hopes for Future Greener'

With our Green Road Project which was initiated in 2004 and aims to draw attention to green, we planted almost 700,000 plants suitable to climate conditions in naked areas identified by municipalities and in OPET stations, using the motto: "Who loses the green, loses life." We continued the trainings in order to raise awareness of the society in regards to nature. We established OPET forests in the surroundings of the provinces.

In 2008, we made a call to convert "Green Road Project" into a "Green Chain" of roads on highways with the participation of other companies with an aim to turn this project into a social movement that embraces whole country.

In the events we explained the importance of the green on June 5th, World Environment Day, we distributed story books that emphasize the importance of nature for primary school students, and we gave hundreds of houseplants to OPET customers and students.

Historical Development of Green Road Project

- 1994 : Gallipoli Martyr's Cemetery Afforestation Project
- 1998 : International 7-Tree Forests Project
- 1999 : Çatalca OPET Oil Company Plantation
- 2000 : Support to International / Turkish Businessmen Forests Campaign

- 2001: Gaziantep OPET Forest
- 2003: 10th Year OPET Forest, plantation of 20,000 trees with KOÇ Information Group
- 2003: The revenue of the concert of Tarkan was donated to Tema for plantation.
- 2003: 24,092 plants were planted in great number of stations and public spaces all around the country.
- In line with Respect for History Project, we have planted 27,127 plants so far. In 2008, we planted 16,000 plants for Respect for History Park.
- In line with Exemplary Village Project, we planted 977 plans in Saklıkent, 1,522 plants in Pazarköy, 2,095 plants in Yesemek and 985 plants in Dara.
- In 2008, we constructed an OPET Park in Islahiye, Gaziantep. 2,188 plants were planted during landscaping.
- In 2009, Dragon Park was opened with the cooperation of Anamur Municipality. We planted 6,994 plants consisting of 24 different types during landscaping.
- In 2011, a total of 7,440 plants were planted in Beymelek Park and Boulevard.

We aim to convert "Green Road Project" we initiated with an aim to draw attention to desertification and aridification into a social movement that embraces the whole country.

EXEMPLARY VILLAGE PROJECT



'There, an Exemplary Village Stands, Far Away'

We identify and rehabilitate villages that have a historical fabric, natural beauties and tourism potential with the Exemplary Village Project, which we have been conducting since 2005 in line with our principle of "creating a conscious society." We contribute to the economical and socio-cultural development of the local communities through the trainings we provide.

During "Exemplary Village Project" which is a project of change and development, we have restored, rehabilitated and gave trainings in six villages so far. We developed supportive courses for village people living in Dara village in Mardin, Yesemek village in Gaziantep, Pazarköy village in Bolu, Saklıkent village in Fethiye, Üçağız village in Kekova and Incesu village in Isparta. We improved the conditions and specifications of the villages and carried out environmental planning. We established special cultural centers and sales stands in these villages. We renewed coffee houses and built toilets conforming to OPET standards in the squares of the villages and provided people with hygiene trainings. We gave literacy, tailoring, computer, first-aid and entrepreneurship trainings in all villages. Occupational courses specific to the region are ongoing.

Mardin Dara: In Dara village close to Dara Mesopotamia Ruins, we organized many events in addition to Clean Toilet and hygiene trainings, afforestation studies and handicraft trainings. In this village, we gave trainings on communicating with the tourists and improving handicraft. We improved the conditions of the primary school and built a cultural center. We distributed olive saplings and flower seedlings suitable to the region to 150 houses.

Gaziantep Yesemek: Yesemek has the biggest open-air sculpture workshop and a rich quarry. In this project, we executed environmental planning and maintenance studies for works of art. We restored a building that was out of use, turning it into a Cultural Center. We organized several trainings. We established a computer laboratory and a library to the school in the village.

Bolu Pazarköy: We died the houses at Bolu – Pazarköy which is one of our districts nature does its job at its best. We constructed a Cultural Center and a School.

Fethiye Saklıkent: We carried out square planning in Fethiye Saklıkent, which is one of the major haunts for tourists. We constructed a modern toilet building with a cabin for the disabled people as this was one of the key requirements of the region. We carried out greening works. We organized certificated courses on English language, computer and general occupational information to the personnel working in the region in cooperation with Fethiye Directorate for Public Education.

KEKOVA ÜÇAĞIZ: We improved the physical appearance of Üçağız Kaleköy through the study conducted in cooperation with the Ministry of Culture and Tourism and Demre District Governorate. We built a toilet with cabins for disabled citizens to the village square and to village parking lot. We improved the toilets of 80. Yıl Cumhuriyet Primary School and Secondary School. We organized courses on English language, boarding, cleaning and service standards to shopkeepers and people in the region.

ISPARTA İNCESU: We analyzed the soil of agricultural lands with the first "land planning" executed at village scale in Incesu which was converted into an Ecotourism Village. While we renewed the irrigation system and offered trainings to manufacturers to increase the quality of agricultural production, we improved the physical conditions of the village. We provided trainings on literacy, tailoring, computer, first-aid and entrepreneurship and organized occupational courses specific to the region including flat weaving, rug and madder production, cookery and bakery. We emphasized the values of the village and conducted branding works for these values.

RESPECT FOR HISTORY PROJECT



'We are Proud of our History, We Claim our History'

"Respect for History Project" which we initiated in 2006 to preserve the natural fabric of Historical Gallipoli Peninsula and to embrace a modern appearance includes planning, development and rehabilitation works in the peninsula and in villages where Çanakkale Wars took place. Alçıtepe, Seddülbahir, Bigalı, Kilitbahir, Kocadere, Behramlı, Küçük and Büyük Anafarta villages and Eceabat district gained a new appearance in this project. With 57th Regiment Martyr's Cemetery Renewal Project, the cemetery was regained with a planning suitable to our martyrs of Çanakkale War in cooperation with Gallipoli Peninsula Directorate for Historical National Parks. In addition to Madam Erica and Yalova Martyr's Cemetery, we built Akbaş Martyr's Cemetery which has a very important position in the history of Çanakkale War and is one of the two biggest hospital cemeteries in Gallipoli Peninsula.

We established modern sales rayon, greened the villages, renewed existing museums, built new museums and cultural centers to villages that have none in this project which renews village squares and fronts of the houses. We organized trainings on English language, computer, boarding, handicrafts, photography and personal development in cooperation with Public Education Centers. We built a park in Eceabat in the form of an open-air museum. This park which is called "Respect for History" is equipped with all the details of Çanakkale War and renewed every year due to wearing and corrosion caused by the climate of the region. In this project, in 2012, we built a new and modern secondary school instead of a primary school which lost its functionality in Eceabat. "OPET Respect for History Secondary School" consisting of 16 classrooms is an earthquake-proof building.

OPINION OF THE STAKEHOLDER

DENİZ AYDENİZ
OPET RESPECT FOR HISTORY
MANAGER OF A SECONDARY SCHOOL



Opet is a hidden hero that makes us feel safe whenever we need a back up. An investor of children, namely the future, something more than a commercial institution. I am very proud to work in this school, in this "OPET Respect for History Secondary School" where such a brand that set its hearth on history, education, nature and humanly life from the lowest levels to senior levels.

So glad we have you...

OPINION OF THE STAKEHOLDER

BURHAN ÇETİN
LOCAL AUTHORITY OF BIGALI



We have been receiving unprecedented attention and service from OPET with Respect for History Project. They act as if they are from this village more than we do. They identified our deficiencies and fulfilled them. They do not refuse any of our demands. We are so proud that we have OPET, a Turkish company. I thank all of their employees and those that made great efforts one by one.

Respect for History Project in Numbers

- 3 monumental sculptures were built in the region.
- 5 museums were restored, 1 museum underwent landscape planning, 2 buildings were converted into cultural centers.
- 6 village squares were arranged. Libraries were built in 2 villages.
- 1 village guest house was constructed. Playgrounds were built in 4 villages and in Eceabat.
- 85,000 m² stones were laid.
- 2850 trees, 18,000 plants and flowers were planted, 6,000 m² area was planted with grass.
- 170 urban furniture were put.
- 82 sales rayon were established in 5 villages.
- 6,000 m² permanent posters were used for on-wall advertising.
- All houses in the Peninsula were died using 65 tons of dye.
- 1650 workers took office and 35 construction equipment operated.
- 100 families received monetary support.
- A total of 10,000 people has worked during the first 5 years of this project.
- 2 million books and brochures were printed and distributed to visitors coming by.



OPINION OF THE STAKEHOLDER



NECATİ TUTMAZ
LOCAL AUTHORITY OF ALÇITEPE

When OPET first arrived (2006) at our village, I was not working as an authority then. You must have seen it: station owners, honorary inspectors, workers, etc. plenty of people. We were surprised. We thought that was just a glimpse of excitement, a temporary enthusiasm. We thought they would get fed up and go away soon in a couple of days or in a couple of months or at most in a year. They entered into every house, every shop, every public area. We asked ourselves, what that was. We realized they are serious in this. We thought they would stay at most for 2 years and then go away seeing the density of the visitors and how they leave. Even we gave up sometimes, but Opet didn't. As if they swore to train both us and the visitors. Thank you OPET!

A study conducted by Çanakkale Onsekiz Mart University examined the results of Respect for History Project. According to the results of this study which documented the complementary success of the project, Respect for History Project enhanced the quality of social life, raised awareness on history and enriched cultural life. Moreover, this project developed business administration culture, raised the economical level, contributed to the multi-dimensional development of educational institutions, and developed aesthetics-architectural culture.

We organized a widespread renewal study for the third time in "Respect for History Park" which has become the major part of the project in 2017 and maintained every year since its opening. Based on these renewal studies carried out in this park equipped with all the details of Çanakkale War, the existing model was cleaned out completely and restructured. We also rehabilitated Respect for History Monument and Bombasirtı Incident sculptures.

OPINION OF THE STAKEHOLDER



YASEMİN ŞENOL
MANAGER OF ÇANAKKALE HEM

At Public Education Center and ASO Directorate, we are also giving support in regards to trainings for the activities carried out based on the project organized by OPET Petrolcülük and Public Education Center and Directorate for Evening School on Art. Based on the protocol, we have already provided 85 of our citizens with trainings on Occupational Ethics, Personal Development, Hygiene and Occupational Health and Safety. We will continue to offer trainings on Handcrafting Goods and Rural Development.

We would like to thank OPET Petrolcülük A.Ş. for their endless support on this journey started with the motto: "Education Everywhere Every Time for Everyone, Public Education."

We realized that OPET is not only a fuel company; it is rather a benefactor who devoted itself to its country, devoted itself to training every citizen from the youngest to the oldest, and who gives all monetary and moral support as much as possible. While doing this, this company never compromise on modesty, considers every detail to reach the truth.

I wish we have more OPETs...

57th Regiment Martyrs' Cemetery which was damaged during the earthquakes occurred in the region in 2017 is renewed. We also rehabilitated Akbaş Martyrs' Cemetery. Moreover, we reproduced the boards that explain the history of the region in the villages of Alçıtepe, Seddülbahir, Bigalı, Kilitbahir, Kocadere, Behramlı, Büyükanafarta and Küçükkanafarta.

TEVFİKİYE ARCHEO-VILLAGE PROJECT

Creating a huge change in the historical peninsula through "Respect for History Project" carried out since 2006 in Çanakkale Gallipoli Peninsula, OPET completed its studies that encompass the physical and social change of Tevfikiye Village which is a neighborhood closest to Troy Archeological Site and that comes out with its history, mythological, cultural and natural beauties in "2018 International Year of Troy." With this project initiated with the protocol signed on November 21st, 2017 with Çanakkale Governorate, Tevfikiye Village was converted into an archeo-village in the form of an open-air museum with its atmosphere, buildings, figures, history and mythological aspects that remind us the period of Troy.

The objective is to convert OPET Tevfikiye Archeo-village into a village with traces of the history of Troy in which one can take a break, wander around and shop during the visits to Troy Ancient City which is one of the major historical heritages of our country, referred with epic stories that the whole world knows about. While the restoration still continues, we initiated different types of courses in cooperation with Çanakkale Directorate for Public Education Center and raised the quality of social life in the region. Now, Tevfikiye has reached a very good status to give the best service to local and international visitors.

Awards to OPET Tevfikiye Archeo-Village Project

Tevfikiye Archeo-Village Project OPET received Excellency at Social Responsibility Award at U.S. origin Communitas Awards. This project also received an award in Reputation and Brand Management in an organization of IPRA Golden World Awards.

OPET Tevfikiye Acheo-Village Model at UNESCO

UNESCO carried OPET's renewal studies carried out in Tevfikiye Village that comes forth with its history, mythological, cultural and natural beauties within 2018 International Year of Troy to an international level. OPET's Founding Board Member Nurten Öztürk who supported OPET's cultural and tourism attempt which was initiated at an international scale to introduce Troy to the world explained the transformation Tevfikiye Village went through in UNESCO's Conference, the "2018 International Year of Troy" organized on May 2019 in Paris.

A gift from OPET to the region: "Çanakkale Troy Dessert"

Gifting Ancient Age's Globi Dessert to Çanakkale in the name of Troy Dessert, OPET organized a workshop on "Çanakkale Troy Dessert" for chefs in cooperation with Çanakkale Professional Chefs' Federation. The participants to the workshop of OPET which gifted Ancient Age's Globi Dessert to Çanakkale in the name of Troy Dessert included students from Çanakkale 18 Mart University Faculty of Tourism, Department of Gastronomy and Culinary Arts, Kepez Tourism Practice School, and Nedime Hanım Girls' Occupational High School in addition to the chefs of restaurants and hotels operating in Çanakkale region. Almost 80 participants received information about the cuisine culture of the Ancient Age as well. At the end of the organization, chefs received a certificate for cooking Troy dessert.

TRAFFIC DETECTIVES PROJECT



'Target: Turkey with Safe Traffic'

In 2013, we initiated Traffic Detectives Project with powerful stakeholders including the Ministry of Family and Social Policies, Ministry of Interior General Directorate of Security, Ministry of Education, Presidency of Religious Affairs and Police Spouses Foundation. "Traffic Detectives Project" aims to make future driver nominees to individuals who are completely aware of traffic rules and who take responsibility in traffic. We aim to create a permanent solution to prevent traffic accidents through trainings provided under 9 main subjects, primarily to teachers, and then to children and young people.

Awards this project received in the reporting period

Traffic Detectives Project was awarded with two golden medals by International Stevie Awards in 2017. Traffic Detectives Project received Europe-Corporate Responsibility Program of the Year and Europe - Health, Safety and Environment Program of the Year Golden Awards.

In 2017, Traffic Detectives Project received 'Achievement Award' in Projects for Children and Young People in Social Responsibility and Sustainability department in 12th Felis Awards.

Children are encouraged to act more consciously when we assign them with the title 'Traffic Detective' and give them an identity card on traffic safety, different from a classical type of education. Another differentiating specification of this project is that traffic police give these trainings. www.trafikdedektifleri.com which is an interactive platform in which children can learn by play became active.

According to the data of the Ministry of Interior General Directorate of Security between 2013 and 2018, the loss of lives has decreased by 27% in traffic accidents in which children and young people aged between 3 and 17 were involved. Since the beginning of the project, we reached over 5 million children and young people, which indirectly sums up to almost 9 million parents that were informed about traffic safety.

In 2016, OPET created a new step and initiated "Life Belt" application, and emphasized the importance of safety belt through pump personnel working in 1,083 OPET stations all around Turkey. "Life Belt Project" which is a sub-step of Traffic Detectives Project emphasizes the importance of safety belt to all drivers and passengers. This project aims to raise the belt usage rate which is 47% to 70%. Aiming to transform roads into safe and joyful journeys, OPET aims to raise awareness not only of children and young people but also of adults. Based on the fact that the use of a safety belt binds drivers and passengers to life and the loved ones in case of a traffic accident, OPET now calls this safety belt which has become a concept that people are insensible to a "Life Belt." In this regard, OPET aims to warn every customer stopping by OPET stations, saying 'Please Wear Your Seat Belts' and transform this saying into a social movement all around Turkey.

Traffic Detectives which has been the most widespread project in which public and private sectors act together among traffic training projects applied so far continued in 2018 as well.



MESSAGE FROM OPET BOARD MEMBER, **FILİZ ÖZTÜRK**

At OPET, the focus of each of our social responsibility projects we carried out so far has been on the preliminary requirements of the society. We endeavor to create new values in social issues with our high level of awareness in all of our operations we conduct.

The social responsibility project 'Women's Power' we initiated for 'women employment' which is one of the major issues of Turkey's agenda changes not only the appearance of our stations but also the prejudices of our society. At OPET, the Women's Power Project we initiated to change the social perception and to create equality of opportunities for women in business life gained a great pace in a year with intense support and endeavors of OPET dealers and employees. Now, we hear the footsteps of women in OPET stations all around Turkey thanks to this project which was put into force in cooperation with the Ministry of Family, Labor and Social Services, the Ministry of Energy and Natural Resources and İŞKUR (Turkish Employment Agency) on March 2018.

The fuel distribution sector is known as a male-dominated sector, but with the Women's Power Project, we initiated a change in the current perception. With the Women's Power Project, we observe more clearly that women are also very successful in tasks such as fuel sales officer and station manager, which have been regarded as men's work so far. Women can be successful in all aspects of business life. From this perspective, the business world has a big duty to create more

opportunities. We succeeded this in a male-dominated sector. We fully believe that a social transformation will occur as awareness increases. Our goal with the Women's Power Project is to employ a total of 3,500 women employees in our stations by 2020.

Women's Power Project has also opened a new gate for women who are looking for a job. Every woman from any age that started working at OPET in line with Women's Power now embraces life more safely and hopefully. They not only have the self-esteem of gaining their own economic freedom but are also proud of diminishing the cliché of 'station is a men's business.' They underline the fact that they got over limitations such as working hours and age limits while looking for jobs thanks to OPET.

We started station visits in order to see our project in the field and to talk to the station employees and our sensitive dealers. Through these visits, we had the opportunity to meet and chat with female employees. We are also proud to see the positive contribution and change made by female employees to our stations.

Male customers who first found this odd, later on adopted female employees more and started to prefer their service. Women feel happy and proud when they see their fellows. Thus, we believe our project drew attention to a very important aspect of life and we are proud to be a part of this crucial change both for our sector and the society.



OPET WOMEN'S POWER PROJECT

33.6

The rate for the participation of women that are over 15 years of age to work force.

32.8

32,8% of women in puberty and young adult period (ages 15 - 24) is not involved in education or employment. Namely, 3,565,000 women do not go to school or work.

20 million

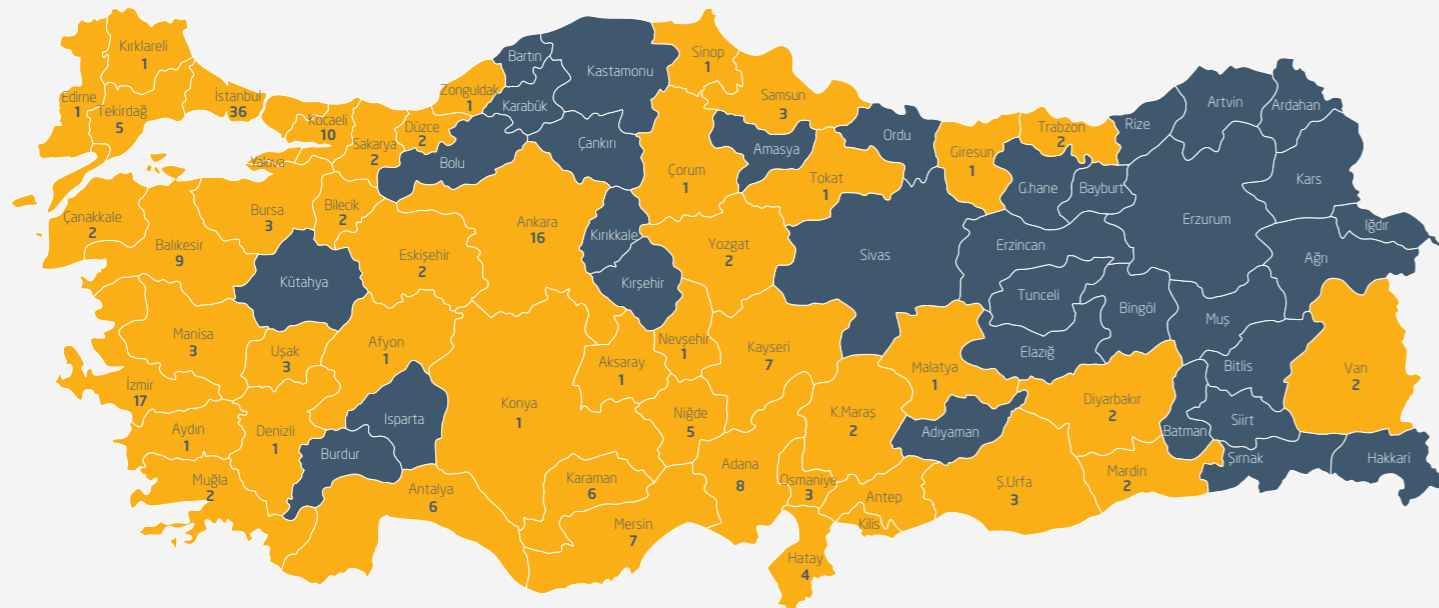
the women population who are not involved in work force.

Our new social responsibility project 'Women's Power' we initiated for 'women employment' which is one of the key issues of Turkey's agenda continues rapidly. Based on this project prepared to increase the women employment in OPET stations in cooperation with the Ministry of Social Security and Labor and Ministry of Natural Resources, we aim to employ at least two women in every station.

In the employment processes of Women's Power project initiated by OPET to offer equality of opportunities in work life and to change the social perception, OPET dealers benefit from İŞKUR (Turkish Employment Agency) employment incentives to establish private training and occupational development programs. Operating in its over 1,600 oil stations, OPET aims to eliminate

occupational gender in oil stations and raise the number of female employees through this project that will be carried out in cooperation with the Ministry of Energy and Natural Resources and the Ministry of Social Security and Labor. This project aims to offer the opportunity to work at different positions for women including working as a sales officer, market sales officer, station manager, shift superintendent or an accounting officer.

In all OPET stations in Turkey, there were 1,541 female employees on March 2018, the beginning of the project. As of 2018 yearend which is the reporting period, this number increased to 1,839. We are planning to employ at least two female station officers at every OPET station, and employ a total of 3,500 women till 2020 through this Women's Power Project.

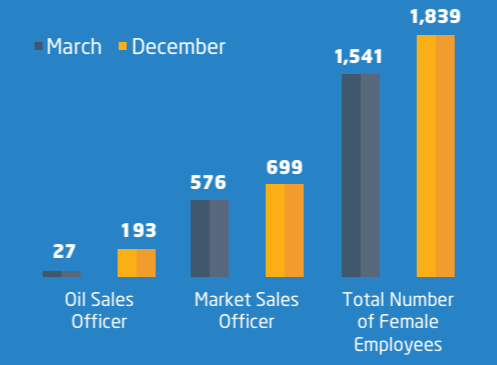


OPET WOMEN'S POWER IN NUMBERS

At the beginning of the project (March 2018), only 1,541 employees were female out of 19,245 employees working at OPET and Sunpet stations. As of 2018 yearend, 1,839 employees were female out of 18,919 employees.

On March 2018, only 1,541 employees (8%) out of 19,245 employees working at OPET and Sunpet stations were female. According to the data of June 2019, 2,195 employees (11.7%) out of 18,695 employees working at OPET and Sunpet stations were female.

While on March 2018, the number of Female Oil Sales Officers working at Opet and Sunpet was 27, this increased to 422 as of 2019 yearend. The number of Female Market Sales Officer reached to 825 from 576 in the same period. The number of dealers which employ oil and market officers reached to 226.



AWARDS RECEIVED IN THE REPORTING PERIOD

- OPET was elected as "Brand with the Highest Level of Customer Engagement" in oil sector in "Turkey Consumers' Voice Survey," a new study of KalDer and Ipsos.
- OPET was awarded for its innovative market practices in 'Marketing Power Awards' which is world's most prestigious awards in marketing.
- OPET was selected as "the most admired company of oil sector" in "Turkey's Most Admired Companies 2015" survey which was organized by Capital Magazine and considered by the world of business as a key reference.
- OPET received "Golden Barrel" award with its Social Responsibility Projects in Turkey Energy Summit Awards organized in Turkey Energy Summit.
- "Bus that is Missed" commercial film became "most remembered TV commercial" on May - June in an adwatch survey conducted by MediaCat Magazine and Ipsos.
- "A Day in Barcelona" commercial film was selected as "Most Admired TV commercial" for 3 weeks in a row by Ekonomist magazine Advertising Review Board.
- Brandage magazine has chosen Arda - OPET cooperation as the best cooperation in brand - celebrity matching survey in the basis of category in TV commercials.
- OPET has become the most respected brand in oil sector according to the 5th survey of Turkey Reputation Academy.
- OPET Founding Board Member Nurten Öztürk was awarded with "Lifetime Honorary Award" with Women to Watch 2016.
- OPET was selected as "Lovemark" in oil distribution sector for the third time.
- OPET became the owner of Bronze Prize in 'Automotive and Automotive Products / Services' category in 28th Crystal Apple Advertising Awards with its commercial film "A Day in Barcelona."
- OPET received 'achievement award' in Automotive and Automotive Products category in 11th Felis Awards with its commercial film "A Day in Barcelona."
- OPET has also received "Achievement Award" in Automotive and Automotive Products category in 11th Felis Awards with its 2nd commercial film "Bus that is Missed" starring Arda Turan.
- OPET received achievement award in Media Section "Using Mobiles" category in 11th Felis Awards with its mobile banner work called "Keep an Eye on the Road instead of Your Mobile While Driving."
- OPET was selected as "the most admired company of oil sector" for the fourth time in "Turkey's Most Admired Companies 2016" survey which was organized by Capital Magazine and considered by the world of business as a key reference.



2016

2017

- OPET has become "Most Successful Brand of Oil Sector of the Year" in the One Awards Integrative Marketing Awards.
- OPET was elected as "Brand with the Highest Level of Customer Engagement" in oil sector in "Turkey Consumers' Voice Survey," a joint study by KalDer and Ipsos.
- OPET was selected as "Brand that Manages Customer Experiences the Best" in oil sector by A.C.E (Achievement in Customer Excellence) which focuses on real complaints posted in sikayetvar.com.
- OPET has become the most preferred brand in Oil Station Category in "Orange Awards" by Sales Network platform.
- OPET Sustainability Report was listed among "The Best Reports" category and won Golden Prize in reports category in Spotlight Awards - Global Communication Contest. In addition, it was listed in "The First 25" in which the best corporate communication studies were listed in all categories.
- OPET won "Golden Mixx" award in "Mobil Rich Media Display Commercials" in Mixx Awards Turkey with its mobile banner campaign "Keep an Eye on the Road While Driving."
- OPET was chosen as the most respected brand of oil sector according to the results of 6th Turkey Reputation Index (TIE) prepared by Turkey Reputation Academy.
- OPET was selected as the most admired company of oil sector once more in "Turkey's Most Admired Companies 2016" survey which was organized by Capital Magazine. OPET received this award for the third time with its achievement in "Customer Satisfaction" and "Social Responsibility" criteria.
- OPET ranked 3rd in "Digital Customer Systems" in Best IT Management Project of the Year category in IDC CIO Summit 2017 with its achievement in "Smart Filling System" that reached 195,336 users in a short period of time.
- OPET was elected as The Best Oil Company in "Bests of the Sector 2017" Awards organized by Istanbul Gelişim University Logistics and Trade Club.
- While OPET received Social Media Grand Prize in oil category of Social Media Awards, the most comprehensive and first social media contest of Turkey organized in cooperation with Marketing Turkey and BoomSonar. OPET's SOBE project received bronze prize in Community Management Category in which 39 projects are competing.
- OPET received "Best Mobile Commercial" grand prize with its mobile banner application "Keep an Eye on the Road While Driving" in Red Awards.
- "Keep an Eye on the Road While Driving" mobile banner campaign received Golden Prize in "Mobile Advertising" category in Mixx Europe Awards. This campaign won Golden Compass in Digital Communication - Other category in TÜHİD (Turkish Public Relations Association) Golden Compass Awards.
- OPET Founding Board Member Nurten Öztürk received award with her "Exemplary Village Project" in "Women that Impress Future" award ceremony organized by Modern and Independent Mutual Aid Society (ÇABA).
- OPET was selected as "Brand of the Year" according to the results of Ekovitrin magazine- Stars of the Year Survey.
- OPET Founding Board Member Nurten Öztürk was selected as "Best Female Entrepreneur of the Last Decade" by Van Yüzüncü Yıl University.
- OPET Founding Board Member Nurten Öztürk won Positive Energy Award given to business people who contributed socially to the society and who has a special place in the world of business and society in Fortune 500 Awards.
- OPET received Crystal Apple and silver prize in OPET Worldcard communication in Crystal Apple Awards; and won silver prize with its "Stay Safe" commercial film that draws attention to Life Belt Project.
- OPET received KSS projects Golden Barrel award in Turkey Energy Summit Awards.
- OPET has received two golden prizes with its Traffic Detectives Project from International Stevie Awards. The project received Europe - Corporate Responsibility Program of the Year and Europe - Health, Safety and Environment Program of the Year Golden Prizes.
- OPET received 7 different awards in Felis Awards.
- OPET was elected as the golden brand of oil sector in 1st Turkey Golden Brand Awards.
- Superbrands, an international and independent authority that rewards companies that are excellent in brand management announced OPET as "Turkey's Superbrand" for the 3rd time.
- According to the results of the survey carried out by Kadir Has University in regards to Koç Group advertising campaigns, OPET's "Draw Campaign" commercial film was found successful in regards to social gender equality and awarded with Social Gender Equality Award.

- OPET has won "2017 Turkey Excellence in Practice in Oil Sector - Leadership in Customer Services Award" by the Frost & Sullivan market research and consultancy company.
- OPET received award in innovation category with its Smart Filling System in Customer Experience Arena.
- Opet has won Golden Mixx award in Space-based Advertising category with its Opet with Me project in MIXX Awards Turkey which held for the 8th time this year.
- OPET was selected as "Brand of the Year" in the category of Automotive Products & Services & Sub-Industry within the scope of Campaign Agency&Brand of the Year.
- Opet was selected as the best brand using social media in Turkey's most comprehensive first social media contest Social Media Awards Turkey, with Marketing Turkey & BoomSonar cooperation in the category of energy/fuel. OPET also won the silver award for the "Opet with Me" project in the category of Online-Offline Integration in Jury Awards.
- In IDC CIO awards 2018 in which 90 projects were evaluated by IDC Turkey, OPET Safety of Information Governance and Harmony Platform BASAT application has won "2018 Best IT Governance of the Year" award in governance category.
- Opet once again was selected as the Most Respected Brand of Fuel Sector according to Turkey Reputation Index 2017 Research carried out by Turkey Reputation Academy under the academic supervision and rapporteur of Yıldız Technical University Statistics Department.
- Opet was awarded with Silver Effie for Smart Station campaign commercial film in the category of Automotive Products and Services in Effie Turkey 2018.
- OPET was selected as "Customer Brand" among the brands that promises the best lives in its sector in A.L.F.A. Awards in which "Brands that Manage Customer Experience the Best" are competing.
- In the Crystal Apple Awards which is the one of world's most prestigious organizations, Opet was granted with big award Crystal Apple with the

- commercial film about Cinemaximum cooperation in the category of 'Automotive and Automotive Products Services'.
- Opet AdBlue container won the Gold Award in the category of 'Home-Automotive-Office Equipment with Suppliers & Electronic and Electrical Object' in Packaging Stars and Crescents Contest held by Packaging Manufacturers Association (ASD).
 - OPET won "Best Utilization of Artificial Intelligence and Machine Learning" in Smart Campaign Suggestion System - 2018 Martech Awards.
 - OPET received "Best Data Utilization in Marketing Programs" in Smart Campaign Suggestion System - DataIQ Awards'18.
 - The coolest brand in the fuel sector was OPET in 2018 according to "Cool Brands Survey" carried out by Roamler Turkey for Marketing Turkey, the leader magazine of marketing world.
 - OPET which is the leader of customer satisfaction in oil distribution sector was selected as "Lovemark" for the 4th time in oil stations sector.
 - OPET won bronze prize with its Fathers' Day and International Women's Day films that are appreciated widely in social media from International Stevie Awards that evaluate the performance of the world of business.
 - OPET received Felis award with its commercial film in cooperation with Cinemaximum in the category of 'Automotive and Automotive Products Services' in Felis Awards.
 - As a result of the evaluation organized via Social Gender Equality in Communication Online Platform and voting of the Consultancy Board all around Koç Group, OPET's Fathers' Day Social Media Film received "Special Day Communication Award on Social Gender Equality."

2018

PERFORMANCE TABLES

ECONOMIC PERFORMANCE INDICATORS					
	2014	2015	2016	2017	2018
Sales Volume (thousand tons)	3,654	3,453	4,502	4,864	5,030
Sales Income (thousand TRY)	20,831	18,485	20,534	28,391	42,997
Gross Profit from Commercial Activities	659	862	1,279	1,509	1,883
Operating Profit	144	387	725	904	1,089
Finance Income / (Expense)	-118	-166	-246	-163	-303
Pre-Tax Income from Ongoing Operations	26	221	479	616	786
Taxes	-20	-19	-80	-124	-113
Profit	6	203	398	616	673
EBITDA	370	628	984	1,165	1,372
Cash and Cash Equivalents and Investments	44	44	112	77	576
Trade Receivables	1,282	1,297	1,925	2,300	2,879
Stocks	638	558	727	1,071	1,086
Other Assets	309	282	286	357	434
Current Assets	2,273	2,181	3,051	3,805	4,974

ENVIRONMENTAL INDICATORS					
	2014	2015	2016	2017	2018
Direct and Indirect Energy Use (Gj/Year)					
Direct	7,128	20,640	42,141	76,459	70,444
Indirect	22,988	24,348	26,879	27,611	29,555
Total	30,115	44,988	69,020	104,070	100,100
Average Energy Consumption per Product Handled					
Product Handled (Ton)	10615486	12201903	12646542	13280245	14174001
Energy Consumption (Kwh)	6502865	6178400	7466511	7670408	8237948
Average Energy Consumption (Kwh/Ton)	0.6126	0.5063	0.5904	0.5776	0.5812
Direct and Indirect Greenhouse Gas Emission Values (ton CO₂e)					
Direct	3,254	3,638	4,534	6,363	6,077
Indirect	3,394	3,724	4,071	4,230	4,409
Total	6,648	7,362	8,605	10,593	10,486
Hazardous Wastes by Disposal Methods (ton)					
Other	338	169	21	295	551
Recycling / Recovery / Reuse	3,178	719	1,503	1,540	3,152
Interim Storage	0	6	0	0	0
Nonhazardous Wastes by Disposal Methods (ton)					
Other	0	23	42	2	27
Recycling / Recovery / Reuse	379	133	476	346	373
Interim Storage	0	1	0	0	0
Waste Generated per Product Handled					
Product Handled (Ton)	10615486	12201903	12646542	13280245	14174001
Waste Generated (Kg)	3895210	1050416	2042350	2183428	4104014
Average Waste Generation (Kg/Ton)	0.37	0.09	0.16	0.16	0.29

	2014	2015	2016	2017	2018
Financial Investments	323	323	373	527	621
Tangible Fixed Assets	816	829	849	874	915
Other Assets	458	571	702	795	770
Fixed Assets	1,597	1,723	1,924	2,196	2,307
Total Assets	3,871	3,904	4,975	6,001	7,281
Accounts Payable	773	717	753	1,166	1,342
Other Liabilities	272	289	383	370	353
Financial Obligations	766	724	1,263	1,188	1,587
Short-Term Liabilities	1,811	1,729	2,399	2,724	3,282
Financial Obligations	737	763	854	1,110	1,683
Other Liabilities	188	230	235	230	226
Long-Term Liabilities	925	994	1,089	1,340	1,909
Shareholders' Equity	1,135	1,182	1,487	1,937	2,089
Total Resources	3,871	3,905	4,975	6,001	7,281
Total Income	15,211	15,283	21,010	29,235	43,602
Payments to the State	27	24	24	35	41
Direct Economic Impact	397	577	904	978	1,063

	2014	2015	2016	2017	2018
Amount of Waste Sent to Recycling (ton)					
Household Glass Waste	2.10	3.96	2.64	1.20	1.37
Paper Waste	20.08	34.36	32.87	34.11	30.41
Metal Waste	349.98	113.89	230.32	298.19	350.879
Plastic Waste	4.00	5.18	4.52	8.06	5.12
Total	376.16	157.39	270.35	341.57	387.79
Total Water Consumption (m³)					
Underground	65,595	65,000	32,848	19,036	40,428
Wastewater	0	0	0	0	0
Municipal Water	67,262	82,587	79,980	75,566	88,288
Total	132,857	147,587	112,828	94,602	128,716
Average Total Consumption (m ³ /ton)	0.0125	0.0121	0.0089	0.0071	0.0091
Water Recovery Rates at Our Terminals by Years (%)					
Körfez Terminal	91	100	0	0	0
Marmara Terminal	51	50	48.52	7.62	3.99
Giresun Terminal	76	83	88	88	90
Mersin Terminal	58	68	0	0	0
Wastewater Generated per Product Handled and Amount of Recycled Wastewater					
Product Handled (Ton)	10615486	12201903	12646542	13280245	14174001
Wastewater Generated (m ³)	134,173	149,175	79,498	70,095	147,740
Recycled Treated Water (m ³)	83,427	84,571	46,650	18,876	19,294
Recycling Rate (%)	62	57	59	27	13
Average Wastewater Generation (m ³ /Ton)	0.013	0.012	0.006	0.005	0.010
HSE-S Trainings at Our Terminals (person*hour)					
Permanent Personnel	6,947	10,703	9,897	14,909	15,126
Intern / Contractor	7,018	14,503	9,219	8,931	10,593
Total	13,965	25,206	19,116	23,840	25,719

SOCIAL PERFORMANCE INDICATORS					
	2014	2015	2016	2017	2018
Employee Breakdown by Gender					
Female	147 (18%)	142 (18%)	149 (18%)	162 (19%)	180 (21%)
Male	683 (82%)	631 (82%)	661 (82%)	680 (81%)	692 (79%)
Employee Breakdown by Regions					
Headquarters	351 (42%)	347 (45%)	364 (45%)	387 (46%)	400 (46%)
Other Regions	479 (58%)	426 (55%)	446 (55%)	455 (54%)	472 (54%)
Employee Breakdown by Status					
Blue Collar	323 (39%)	297 (39%)	304 (38%)	288 (34%)	293 (34%)
White Collar	507 (61%)	476 (61%)	506 (62%)	554 (66%)	579 (66%)
Employee Breakdown by Age Group					
18-30 (including 30)	190	161	217	218	214
31-39 (including 39)	415	402	364	381	392
40-49 (including 49)	158	152	172	189	216
50+	67	58	57	54	50
Employee Breakdown by Education Level					
High School and below	343 (41%)	295 (38%)	288 (36%)	279 (33%)	272 (31%)
Associate and Undergraduate	436 (53%)	436 (57%)	461 (57%)	493 (59%)	521 (60%)
Graduate	51 (6%)	42 (5%)	61 (8%)	70 (8%)	79 (9%)
Employee Breakdown by Contract Type					
Permanent	822 (99%)	769 (99%)	805 (99%)	840 (99%)	866 (99%)
Temporary	8 (1%)	4 (1%)	5 (1%)	2 (1%)	6 (1%)
Number of Disabled Employees by Gender					
Female	2	1	1	1	4
Male	18	18	15	14	14
Employee Turnover Rate Breakdowns					
Starting Female Employees	16	13	20	21	25
Leaving Female Employees	15	18	13	8	8
Female Employee Turnover Rates	10.14%	12.86%	8.90%	5.23%	4.68%
Starting Male Employees	42	38	70	60	57
Leaving Male Employees	48	90	40	41	44
Male Employee Turnover Rates	6.98%	14.15%	6.25%	6.21%	6.39%
Starting White Collar Employees	46	28	63	53	59
Leaving White Collar Employees	41	59	37	26	34
White Collar Employee Turnover Rates	8.09%	12.24%	7.61%	4.95%	5.96%
Starting Blue Collar Employees	12	23	27	28	23
Leaving Blue Collar Employees	22	49	16	23	18
Blue Collar Employee Turnover Rates	6.69%	16.72%	5.41%	7.99%	6.21%

	2014	2015	2016	2017	2018
Starting Employees (Headquarters)	32	27	44	43	44
Leaving Employees (Headquarters)	28	39	29	27	29
Turnover Rates (Headquarters)	8.05%	11.50%	8.19%	7.24%	7.32%
Starting Employees (Other Regions)	26	24	46	38	38
Leaving Employees (Other Regions)	35	69	24	22	23
Turnover Rates (Other Regions)	7.17%	15.79%	5.54%	4.99%	4.95%
Starting Employees (<30)	47	30	59	56	53
Leaving Employees (<30)	16	22	7	7	7
Turnover Rates (<30)	8.30%	13.25%	4.32%	4.61%	4.12%
Starting Employees (30-50)	10	20	31	25	27
Leaving Employees (30-50)	42	68	36	30	31
Turnover Rates (30-50)	7.25%	12.36%	6.35%	4.97%	4.85%
Starting Employees (>50)	1	1	0	0	2
Leaving Employees (>50)	5	18	10	12	14
Turnover Rates (>50)	7.69%	31%	18%	21%	27%
Average Working Duration of Leaving Employees	7.3 yıl	9.5 yıl	9.2 yıl	10 yıl	7.9 yıl
Employee Turnover Rate (General)	7.52%	13.94%	6.73%	6.02%	6.05%
Ratio of the Lowest Wage at OPET to Minimum Wage in the Country (by Status)					
White Collar	158.70%	153%	127%	128%	123%
Blue Collar	123%	110%	118%	118%	114%
Executive Personnel Breakdown by Age					
30-50	50%	50%	56%	56%	60%
>50	50%	50%	44%	44%	40%
Executive Personnel Breakdown by Education					
Bachelor's Degree	80%	80%	67%	67%	60%
Master's Degree and higher	20%	20%	33%	33%	40%
Executive Personnel Breakdown by Gender					
Male	100%	100%	89%	89%	90%
Female	0%	0%	11%	11%	10%
Mid-level Manager Breakdown by Age					
30-50	81%	83%	87%	90%	88%
>50	19%	17%	13%	10%	12%
Mid-level Manager Breakdown by Education					
Bachelor's Degree	75%	77%	66%	62%	63%
Master's Degree and higher	20%	17%	28%	34%	33%
Mid-level Manager Breakdown by Gender					
Male	77%	75%	79%	78%	79%
Female	23%	25%	21%	22%	21%
OHS PERFORMANCE INDICATORS					
Accident Frequency Rate	0.570	1.831	2.37	1.69	3.650
Accident Severity Rate	0	0.11	0	0	0.04
Injury Rate	0	0.37	0	0	0.52
Absence Rate	305.59	346.99	266.53	153.66	189.09
Number of Lost Days	339	486	360.97	249.58	354.71

GRI CONTENT INDEX



Disclosures	Descriptions and Page Numbers
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GRI 102: General Disclosures 2016	
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102-5	About Opet, p.8
102-6	About Opet, p.8-9
102-7	About Opet, p.6-9
102-8	Social Performance Indicators, p.77
102-9	Supply, p.20
102-10	About Opet, p.6
102-11	Internal Audit and Risk Management, p.13; Sustainability Management, p.14
102-12	Our Stakeholder and Communication Methods, p.16-17
102-13	Our Stakeholder and Communication Methods, p.17
Strategy	
102-14	Message from the CEO, Cüneyt Ağa, p.4
102-15	Internal Audit and Risk Management, p.13; Sustainability Management, p.14
Ethics and Integrity	
102-16	Internal Audit and Risk Management, p.13
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102-18	Our Organizational Structure, p.12; Sustainability Management, p.14

Disclosures	Descriptions and Page Numbers
Stakeholder Engagement	
102-40	Our Stakeholder and Communication Methods, p.17
102-41	There are no union member employees at OPET.
102-42	Our Stakeholder and Communication Methods, p.16
102-43	Our Stakeholder and Communication Methods, p.16
102-44	Our Stakeholder and Communication Methods, p.16-17
Reporting Practices	
102-45	About Opet, p.6
102-46	About the Report, p.1
102-47	Identification of Material Aspects, p.15
102-48	There are no re-statements within the report.
102-49	About the Report, p.1; Sustainability Management, p.14-15
102-50	About the Report, p.1
102-51	https://www.opet.com.tr/Files/PDF/SurdurulebilirlikRaporu/opet_eng_web.pdf
102-52	About the Report, p.1
102-53	Contact, p.80
102-54	About the Report, p.2
102-55	Contact, p.80
102-56	About the Report, p.1

Standards	Disclosures	Descriptions and Page Numbers
Combating Climate Change		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Sustainability Management, p.14-15; Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39
GRI 302: Energy 2016	302-1 Energy consumption within the organization 302-3 Energy intensity 302-4 Reduction of energy consumption	Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39
GRI 305: Emission 2016	305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions 305-4 GHG emissions intensity	Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39
Responsible Use of Resources		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Sustainability Management, p.14-15; p.10-11; Waste Management, p.40-42 Waste Management, p.40-42 Waste Management, p.40-42
GRI 303: Water 2016	303-1 Water withdrawal by source 303-2 Water sources significantly affected by withdrawal of water 303-3 Water recycled and reused	Environmental Performance Indicators, p.76 Waste Management, p.42 Waste Management, p.42
Energy Management		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Sustainability Management, p.14-15; Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39
GRI 302: Energy 2016	302-1 Energy consumption within the organization 302-3 Energy intensity 302-4 Reduction of energy consumption	Climate Change and Energy Management, p.40 Climate Change and Energy Management, p.39 Climate Change and Energy Management, p.39
Waste Management		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Sustainability Management, p.14-15; p.10-11; Waste Management, p.40-42 Waste Management, p.40-42 Waste Management, p.40-42
GRI 306: Effluents and Waste 2016	306-1 Water discharge by quality and destination 306-2 Waste by type and disposal method	Waste Management, p.42; Environmental Performance Indicators, p.76 Environmental Performance Indicators, p.76
Occupational Health and Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Sustainability Management, p.14-15; Employee Health and Safety, p.52-53 Employee Health and Safety, p.52-53 Employee Health and Safety, p.52-53
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management-worker health and safety committees 403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Employee Health and Safety, p.52 Social Performance Indicators, p.77
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach	Sustainability Management, p.14-15; p.10-11; Talent Management, p.25 Talent Management, p.25 Talent Management, p.25
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Social Performance Indicators, p.77
GRI 404: Training 2016	404-1 Average hours of training per year per employee 404-2 Programs for upgrading employee skills and transition assistance programs 404-3 Percentage of employees receiving regular performance and career development reviews	Career at OPET, p.49 Career at OPET, p.50 Career at OPET, p.49

Materiality Disclosures Services kapsamında, GRI Hizmetleri birimi GRI içerik indeksinin açığa sunulduğunu ve 102-40 - 102-49 arası gösterge referanslarına raporun uygun bölümlerinde yer verildiğini gözden geçirmiştir

Material Issues		
Standards	Disclosures	Descriptions and Page Numbers
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Management, p.14-15; Fair Work Place, p.46-47
	103-2 The management approach and its components	Fair Work Place, p.46-47
	103-3 Evaluation of the management approach	Fair Work Place, p.46-47
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	Social Performance Indicators, p.77
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Fair Work Place, p.46
GRI 409: Forced and Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Fair Work Place, p.46
GRI 412: Human Rights Assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	Supply, p.20
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Management, p.14-15; Customer Satisfaction, p.28-29
	103-2 The management approach and its components	Customer Satisfaction, p.28-29
	103-3 Evaluation of the management approach	Customer Satisfaction, p.28-29
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Station Audits, p.29
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Raporlama döneminde ürün ve hizmetlerin sağlık ve emniyet etkilerine yönelik yasalara uyumsuzluk vakası yaşanmamıştır.
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	GRI Content Index: There are no non-compliance cases about product and service information and labeling in the reporting period.
GRI 419: Socio-economic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	GRI Content Index: No legal fines were paid for non-compliance to social and economic regulations in the reporting period.
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Management, p.14-15; Social Development, p.58-71
	103-2 The management approach and its components	Social Development, p.58-71
	103-3 Evaluation of the management approach	Social Development, p.58-71
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Social Development, p.62-67
Social Responsibility		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Management, p.14-15; Social Development, p.58-71
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	103-3 Evaluation of the management approach	Social Development, p.58-71
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Management, p.14-15; Social Development, p.58-71
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Management, p.14-15; Customer Loyalty Practices at Opet, p.32-33; Digitalization at Opet, p.34
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Sustainability Management, p.14-15; Flawless Service, p.28-29
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	103-2 The management approach and its components	Flawless Service, p.28-29
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Internal Audit and Risk Management, p.13; Sustainability Management, p.14-15
	103-2 The management approach and its components	Internal Audit and Risk Management, p.13
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	103-3 Evaluation of the management approach	Our Stakeholders and Communication Methods, p.16
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